USER MANUAL

For use with the ibooka V4.0

online reservations and booking system

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Online Booking Solutions
that save you time and money

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1. Welcome to ibooka

Welcome to ibooka. This manual will explain how ibooka works and how you can configure this innovative reservations and booking solution to provide you with the optimum services in your business. **Just like any computer system ibooka is controlled by the parameters you set up and will act accordingly. We recommend that you take few minutes to review this user manual, then print it out and use it as you reference manual for your ibooka system.**

We are used to booking flights and hotels on the internet, but until now we could not book on the internet a round of golf at our local golf club ? a game of tennis at the tennis court ? a driving lesson ? a service for our car at the local garage ? the bouncy castle for the kids party ? an appointment at the dentist ? the doctor, the vet for our pets ? a table at our favourite restaurant ? a meeting room in a business center ? a session at the Gym ? etc.

Many companies make reservations, take bookings and manage customer appointments. To offer this service to customers across the internet has many advantages, you free up staff, never miss a call from a potential customer wanting to book at your service, can take bookings when you are closed, 24 hours a day, etc. However, online reservations systems are usually expensive, need an IT staff, need investments in computer equipment and take too long to implement when all you want to do is focus on the business you know and have that unique experience in - your business.

ibooka has changed this paradigm. ibooka is a new concept in online reservations and booking. You don't need to buy any more computer equipment, you don't need to be a computer expert, you get your own personal secure reservations web site that looks exactly like your existing web site and links from it, you don't need any IT operators, you can take payments for your services over the internet and you don't need to buy any software.

Whatever your business, ibooka provides a booking and reservation solution that will save you time and money; and it is so simple that your customers and staff will love it.

If this manual does not provide you with all of the information that you require or you have questions that are not addressed by the manual please email us at support@ibooka.com or review the Frequently Asked Questions section on our website at http://www.ibooka.com/FAQ.html

ibooka
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Home
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Support
News
About us
Help
The Online Booking solution for:
Golf
Business
Hotels
Fitness
Medical
Massage
Charities
Sports
Bowling
See the Demonstration Sites
Click Here to try ibooka free and with no obligation now
Use ibooka for just about any reservation, appointment, booking or service purchase
Your own Online Booking System that will only ever cost "Pennies Per Booking" when you get Customers
ibooka is a comprehensive, full function online booking, reservation and registration system for all types of clubs, associations and businesses but you don't pay license fees, buy new computers or even need to know any thing about the internet as ibooka will provide, configure and host your own personalised, secure site free of charge.
Ibooka is completely free of any software costs, computer costs and ongoing support fees, it is even hosted by ibooka so operations are also minimised. It is a free personalised online booking web site for any size organisation, club or chain. The only ongoing usage cost is a few pennies per booking each time a customer of your books your services.
All the functionality of a comprehensive online and offline booking system, as can be seen in our Frequently Asked Questions section, without any software or support costs ! In fact the biggest challenge for ibooka is that ibooka's customers always look for the "catch" and that's why ibooka is provided with a completed free, no obligation trial for our customers to try the system out and see how well it helps improve service and footfall in their business.
Ibooka will even set up a trial system for you free of charge, assist with configuration questions and provide free "hand holding" at any time. There are many booking systems available worldwide but only one that is not shared and completely free unless there are transactions that are bring revenue into your business or club ! Try ibooka right now for free and without obligation, if you find that it helps your business or club then continue to use it and pay just a few pennies for each actual booking or reservation that your customers make. If you change your mind, just stop using the system and there are no further costs or obligations. For a more detailed explanation see our what is ibooka page or contact us and try out your own ibooka site now, you have nothing to lose and potentially cost savings, customers service improvements and new business to gain ?
All of these businesses, organisations, and many more use ibooka for their online
ibooka
Want to earn in your spare time ?
ibooka has been featured by
IT-DIRECTOR.COM
Bloor Research
Got an Event planned?
Maybe you have a tournament coming up, are organising a corporate function, or want to register members and have them pay a registration fee, whatever it is let ibooka handle the registrations for you online.
See the demonstration
ibooka
the complete online booking system
Giving Back
ibooka's good causes

2. Getting Started

2.1. Your ibooka web site

Congratulations, you now have your own ibooka online reservations and booking site created and hosted by Biznic Limited. The site name is the name you selected, probably your business name, when you completed the ibooka sign up.

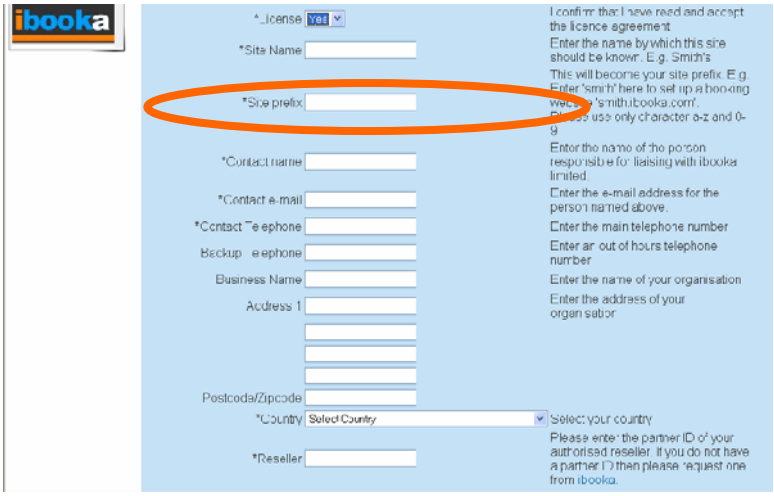
The site name is <nameyouchoose>.ibooka.com.

You can access your **ibooka** site directly by typing this name into your internet browser.

If you have any problems the format is

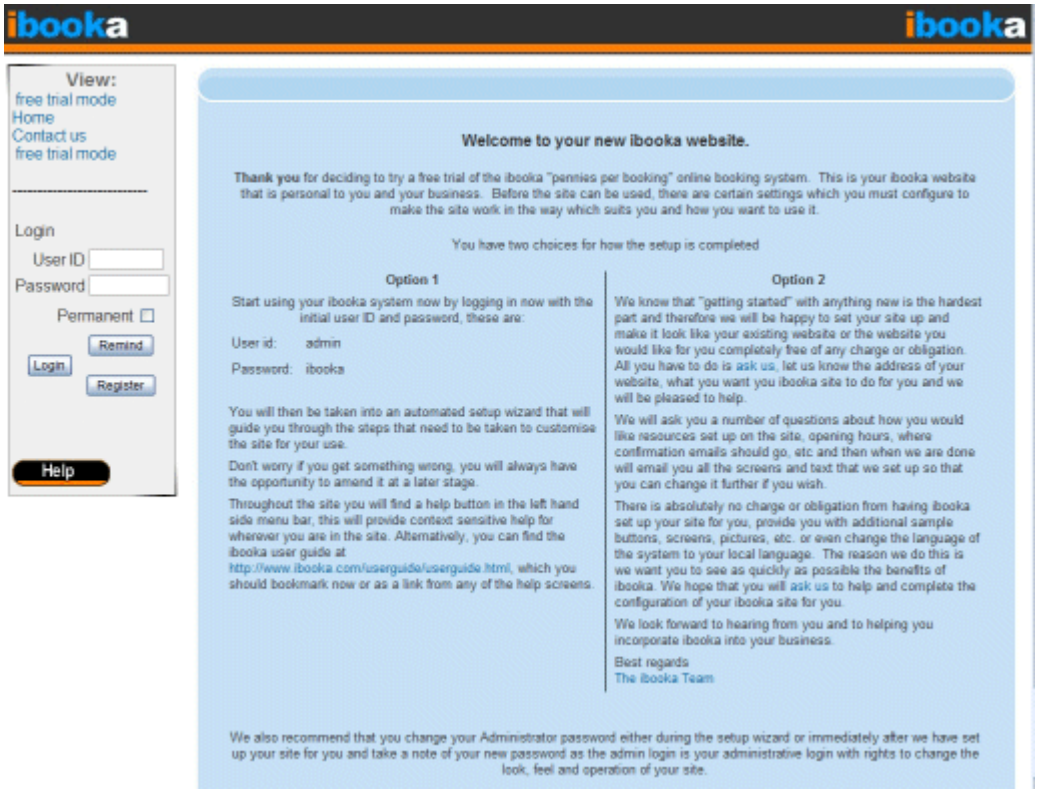
http://<name>.ibooka.com

When you signed up you will have also received a copy of the ibooka license agreement, this may also be found on the **ibooka** website at www.ibooka.com if you need to get another copy.


ibooka
*License
Yes
I confirm that I have read and accept the licence agreement
*Site Name
Enter the name by which this site should be known. E.g. Smith's
*Site prefix
This will become your site prefix. E.g. Enter 'smith' here to set up a booking
*Contact name
Enter the name of the person responsible for liaising with ibooka limited.
*Contact e-mail
Enter the e-mail address for the person named above.
*Contact Telephone
Enter the main telephone number
Backup Telephone
Enter an out of hours telephone number
Business Name
Enter the name of your organisation
Address 1
Enter the address of your organisation
Postcode/Zipcode
*Country
Select Country
Select your country
*Reseller
Please enter the partner ID of your authorised reseller. If you do not have a partner ID then please request one from ibooka.

2.2. Where do I start?

Initially, after you have set up your own ibooka site, you have a free 30 day trial of ibooka. **Your trial of the system is completely free of charge.**


ibooka
ibooka
View:
free trial mode
Home
Contact us
free trial mode
Login
User ID
Password
Permanent
Remind
Login
Register
Help
Welcome to your new ibooka website.
Thank you for deciding to try a free trial of the ibooka "pennies per booking" online booking system. This is your ibooka website that is personal to you and your business. Before the site can be used, there are certain settings which you must configure to make the site work in the way which suits you and how you want to use it.
You have two choices for how the setup is completed
Option 1
Start using your ibooka system now by logging in now with the initial user ID and password, these are:
User id: admin
Password: ibooka
You will then be taken into an automated setup wizard that will guide you through the steps that need to be taken to customise the site for your use.
Don't worry if you get something wrong, you will always have the opportunity to amend it at a later stage.
Throughout the site you will find a help button in the left hand side menu bar, this will provide context sensitive help for wherever you are in the site. Alternatively, you can find the ibooka user guide at http://www.ibooka.com/userguide/userguide.html, which you should bookmark now or as a link from any of the help screens.
Option 2
We know that "getting started" with anything new is the hardest part and therefore we will be happy to set your site up and make it look like your existing website or the website you would like for you completely free of any charge or obligation. All you have to do is ask us, let us know the address of your website, what you want you ibooka site to do for you and we will be pleased to help.
We will ask you a number of questions about how you would like resources set up on the site, opening hours, where confirmation emails should go, etc and then when we are done will email you all the screens and text that we set up so that you can change it further if you wish.
There is absolutely no charge or obligation from having ibooka set up your site for you, provide you with additional sample buttons, screens, pictures, etc. or even change the language of the system to your local language. The reason we do this is we want you to see as quickly as possible the benefits of ibooka. We hope that you will ask us to help and complete the configuration of your ibooka site for you.
We look forward to hearing from you and to helping you incorporate ibooka into your business.
Best regards
The ibooka Team
We also recommend that you change your Administrator password either during the setup wizard or immediately after we have set up your site for you and take a note of your new password as the admin login is your administrative login with rights to change the look, feel and operation of your site.

The first screen you will see is the screen on the left. This screen offers new users 2 options

Option 1: Start using your ibooka system, use the automated setup wizard and configure your ibooka system to meet your requirements.

or

Option 2: As we know that "getting started" with anything new is the hardest part, ibooka will be happy to set your site up and make it look like your

existing website or the website you would like for you completely free of any charge or obligation. All you have to do is ask us, let us know the address of your website, what you want you ibooka site to do for you and we will be pleased to help.

We will ask you a number of questions about how you would like resources set up on the site, opening hours, where confirmation emails should go, etc and then when we are done will email you all the screens and text that we set up so that you can change it further if you wish.

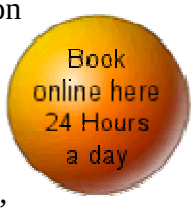
There is absolutely no charge or obligation from having ibooka set up your site for you, provide you with additional sample buttons, screens, pictures, etc. or even change the language of the system to your local language. The reason we do this is we want you to see as quickly as possible the benefits of ibooka. We hope that you will ask us to help and complete the configuration of your ibooka site for you.

2.3. Context sensitive help

This is the **ibooka** User Manual. The information contained in this user manual may also be accessed via the individual help screens that are "popped up" by pressing the help buttons within your ibooka web site.

2.4. How do I link my existing web site to ibooka

It could not be easier to link your web site to **ibooka**. Simply set up a link on your web site using a button like the one here (you may copy and paste this one if you wish) or a hyperlink from text. In either case just hyperlink, using the open.window, "_New" or similar HTML command, these to your ibooka site name, http://<yoursitename>.ibooka.com and your customers will enter the logon (home) page of your booking site in a new window, which will return them to your site when they are finished.



2.5. Setting up your site for the first time yourself

If you decide to set your ibooka site up yourself then before the site can be used, there are certain settings which you must configured to make the site work in the way which suits you. Please login now with the initial user ID and password, these are:

User id: admin

Password: ibooka

Your will then be presented with an automated setup wizard. This wizard will take you though the main system parameters that need to be set up. If you are not a computer expert or speak all the computer lingo, don't worry. .

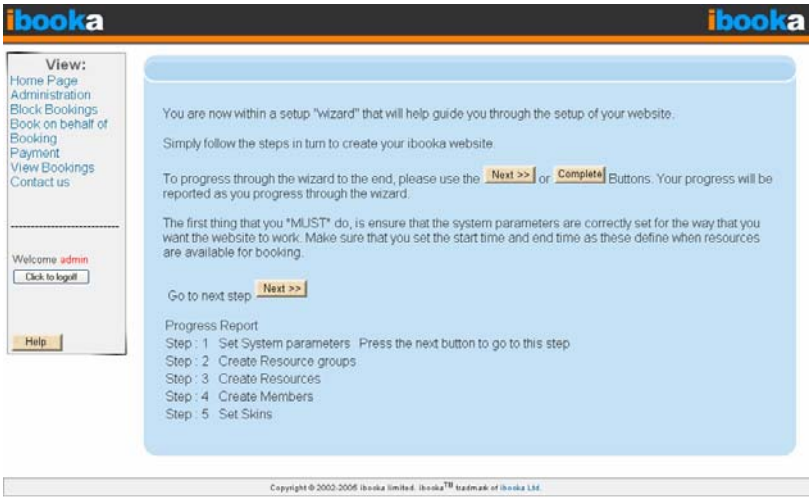
Simply follow the steps and instructions in turn to create your ibooka website.

To progress through the wizard to the end, please use the

or

Buttons. Your progress will be reported as you progress through the wizard.

If you would like additional details about any of the parameters or settings that you are being asked to set up in the set up wizard please refer to the specific sections relating to these parameters in section 4 of this manual.


ibooka
ibooka
View:
Home Page
Administration
Block Bookings
Book on behalf of
Booking
Payment
View Bookings
Contact us
Welcome admin
Click to logoff
Help
You are now within a setup "wizard" that will help guide you through the setup of your website.
Simply follow the steps in turn to create your ibooka website.
To progress through the wizard to the end, please use the Next >> or Complete Buttons. Your progress will be reported as you progress through the wizard.
The first thing that you *MUST* do, is ensure that the system parameters are correctly set for the way that you want the website to work. Make sure that you set the start time and end time as these define when resources are available for booking.
Go to next step Next >>
Progress Report
Step : 1 Set System parameters Press the next button to go to this step
Step : 2 Create Resource groups
Step : 3 Create Resources
Step : 4 Create Members
Step : 5 Set Skins

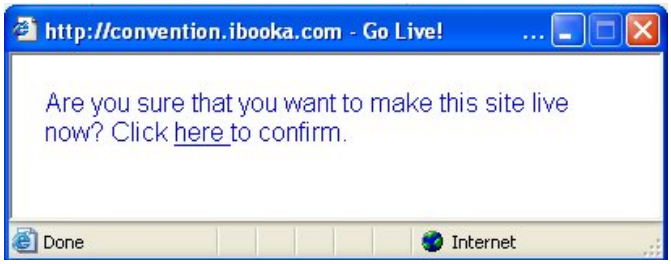
2.6. Going Live

Initially your ibooka site is in FREE TRIAL mode, as can be seen from the free trial banners that appear above and below the menus.

To change the site from trial to live operation requires a positive action and confirmation from you.

When you are ready to begin live operations, first select the “go-live!” option in the administration menu. NOTE: you must ensure that your computer security is set to allow for a pop up window to now be displayed – certain pop up blockers can stop the window being shown.

The following confirmation window is then “popped up” on your screen.


http://convention.ibooka.com - Go Live!
Are you sure that you want to make this site live now? Click here to confirm.
Done
Internet

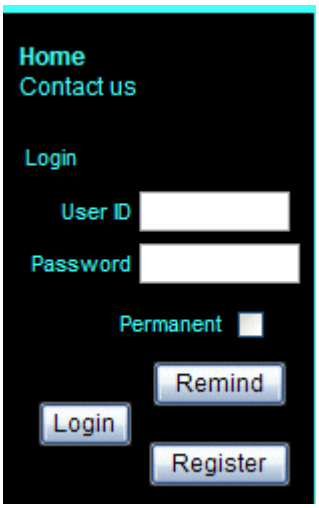
You must “click” on the “here” word to actually change the status of your site from trial to live mode. Once in live mode you will be charged for any transactions performed by ibooka. If you mistakenly change your site to live mode please contact ibooka immediately or you will incur costs.

3. User Functions

3.1. Introduction

This section of the user manual describes the functions and options for **users** of your **ibooka** system. This information is also available to your users as context sensitive help on each screen they access. The descriptions in this section are organised by the menu items available to users when they log on.

3.2. Logging On to ibooka



The **ibooka** booking service provides a simple way for members and associates

In order to use the facility, you must first of all **log in**. Some organisations will give there users the ability to register themselves. Where this is the case, a Register button will be presented as part of the login facilities on the left hand side of the home page. Alternatively, if there is no "**register"** button on the home page users will need to contact the organisation to register and have a user id and password issued to them by the company.

To log into the system, enter your user id and password at the prompt on the left hand side of the home page and press the Login button. If you have entered the user name or password incorrectly then the "invalid user ID or password" notification box will appear. You should note that the user id and password **are case sensitive**, so please take great care to enter these exactly as you created them or they were given to you by the owner of this site.

When you have successfully logged on a more comprehensive set of menus will appear on the left of the page allowing you access to the other parts of the site.

As a security measure, whenever you log in to ibooka and then leave your browser inactive for an extended period of time the ibooka system will automatically log you off. This helps to ensure that no body else can come up to your computer, if you leave it unattended, and access the system as if they were you. If you don't want ibooka to log you out automatically then if you check the "**Permanent**" check box ibooka will keep you logged in until you close your browser.

You can navigate your way around the site by using the menu on the left. A single mouse click when the cursor is over the menu option will take you to that page.

3.2.1. Password Reminder

If, at any time, you forget your password, press the Remind button to receive an e-mailed reminder. You will be asked to re-enter your email address that you used to register on ibooka.

After validation, a new password will be emailed to the details held in the ibooka system. All passwords within ibooka are encrypted using one way encryption and therefore, ibooka is unable to tell you what your old password was.

Check your email for the password reminder. You can now log in using your new details.

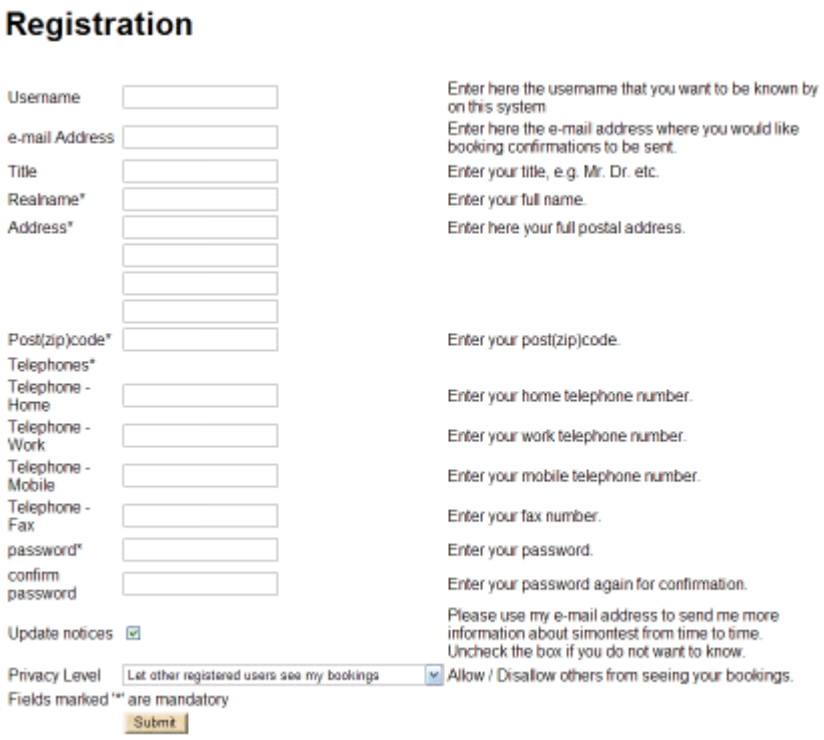
If you do not like your new password you can change this using the change password option once logged in.

3.2.2. Customer Registration

There are two options for registration of new users. If the ibooka site owner requires that only pre-approved users are registered then the administrative function to add a user will be used and user id's and passwords will be emailed to users. However, the second option if for users to be able to register themselves.

Users registering themselves

If this option is available then a Register button will appear on the home page of your ibooka website. This allows users to register themselves on your ibooka system and complete a form with all the personal information that you need to hold about them. ibooka will also check that the email address that they are using belongs to a valid email server, thus eliminating random incorrect registrations from hoaxers.

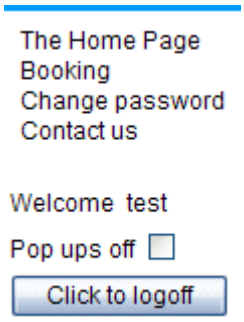

Registration
Username
Enter here the username that you want to be known by on this system
e-mail Address
Enter here the e-mail address where you would like booking confirmations to be sent.
Title
Enter your title, e.g. Mr. Dr. etc.
Realname*
Enter your full name.
Address*
Enter here your full postal address.
Post(zip)code*
Enter your post(zip)code.
Telephones*
Telephone - Home
Enter your home telephone number.
Telephone - Work
Enter your work telephone number.
Telephone - Mobile
Enter your mobile telephone number.
Telephone - Fax
Enter your fax number.
password*
Enter your password.
confirm password
Enter your password again for confirmation.
Update notices
Please use my e-mail address to send me more information about simontest from time to time. Uncheck the box if you do not want to know.
Privacy Level
Let other registered users see my bookings
Allow / Disallow others from seeing your bookings.
Fields marked '*' are mandatory
Submit

When a user then registers they can control the way **ibooka** works for them by completing the form shown here.

First a user must select a **unique** username. This is their identifier throughout ibooka and can be their real name, pseudo name, email address or any other identifier. The only criteria is that is must be unique on the specific ibooka system and must not be vulgar or use words considered offensive.

The rest of the fields should be self explanatory and fields marked '*' are mandatory

3.3. Home Page



Now that you have logged in as a user you are presented with a different menu.

There are four options for you as a user:

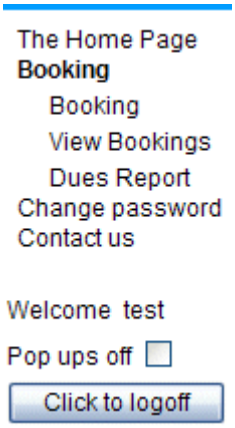
Home: By clicking on "home" on the menu you will always be brought back to the home page.
Booking: By clicking on "Booking" you will enter the booking submenu options for making, cancelling, viewing and controlling your bookings on this site
Change Password: The "change password" option allows you to change your password. Please refer to additional details below.
Contact us: This takes you to a contact page set up for this web site.

You can navigate your way around the site by using the menu on the left. A single mouse click when the cursor is over the menu option will take you to that page.

"Pop ups off"

We have found that some users like to have their browser's security at a very high level and do not allow any new browser windows or pop ups to be opened by a website. Ibooka does not use many pop ups, however, for display of certain user information, etc a pop up is used. If you would prefer to see this as just extra text on the page that is displayed, instead of a pop up, you can check the "pop ups off" check box on this screen.

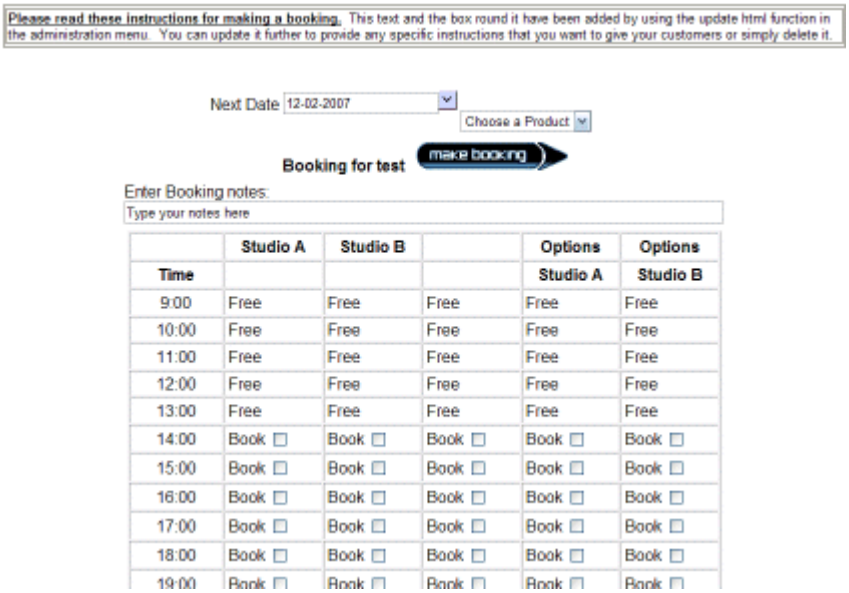
3.4. Booking



The booking sub-menu provides the following options for making, cancelling, viewing and controlling your bookings on this site

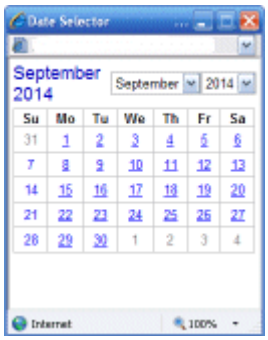
3.4.1. Making a Booking or Reservation

Marking a booking or reservation is on **ibooka** could not be easier. On the booking page you will be presented with a screen like this.

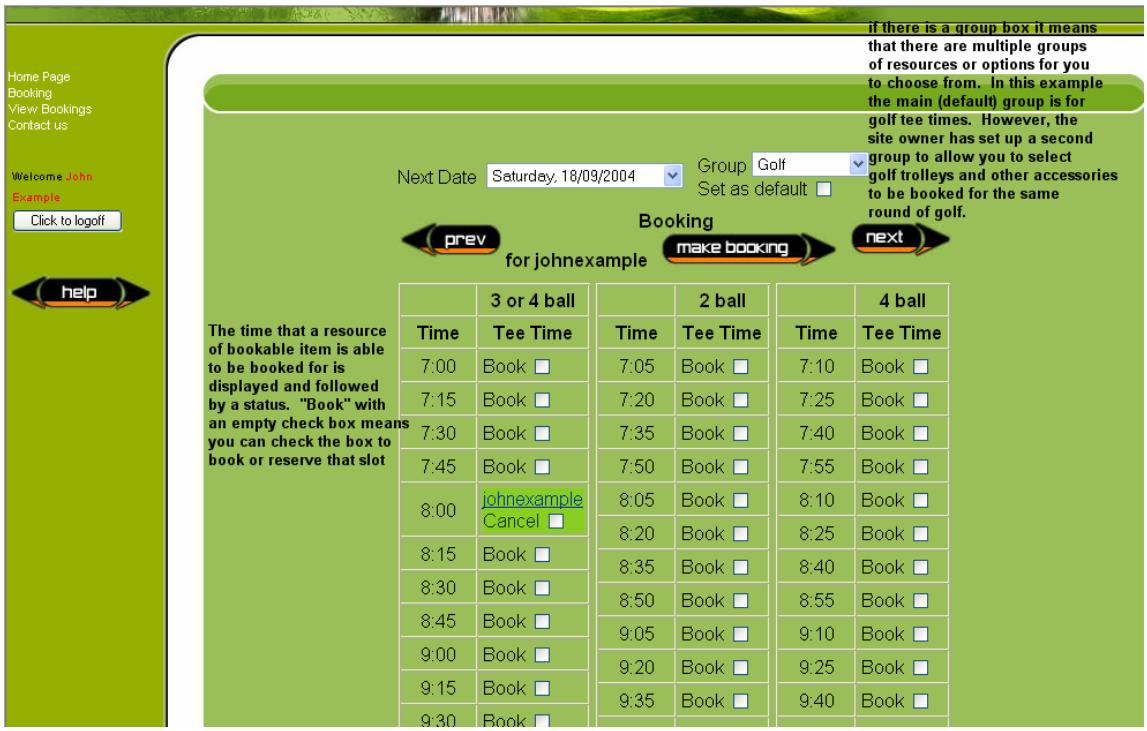

Please read these instructions for making a booking. This text and the box round it have been added by using the update html function in the administration menu. You can update it further to provide any specific instructions that you want to give your customers or simply delete it.
Next Date 12-02-2007
Choose a Product
Booking for test
make booking
Enter Booking notes:
Type your notes here
Studio A
Studio B
Options Studio A
Options Studio B
Time
9:00 Free Free Free Free Free
10:00 Free Free Free Free Free
11:00 Free Free Free Free Free
12:00 Free Free Free Free Free
13:00 Free Free Free Free Free
14:00 Book Book Book Book Book
15:00 Book Book Book Book Book
16:00 Book Book Book Book Book
17:00 Book Book Book Book Book
18:00 Book Book Book Book Book

The first thing to do is decide on **which date** you want to consider for your booking or reservation. This is selected from the drop down menu date selection in the center of the screen.

If the system owner only allows bookings to be made for a limited time in advance then you will also have "next" and "previous" buttons to take you forward and back one day. Otherwise a date selector calendar will be displayed as a "pop up". Selection of a date from the calendar automatically submits the page and any checkboxes that have been checked will be actioned.



Bookings cannot be made in the past, nor beyond the end of the booking window.



Understand the terms on the screen

Now that you are familiar with the date selector, ensure you are familiar with other terms on the page.

Any resource booking slot that is available to be booked by you has a check box next to it. When this checkbox is checked and the 'next', 'previous' or 'make booking' button is depressed, the booking system will attempt to book the selected resource at the specified time for you. When the page is redrawn, that resource booking slot will then be shown as 'booked' either with your name against it or, depending on the privacy setting you selected, as 'engaged'. Engaged booking slots appear with a different background colour.

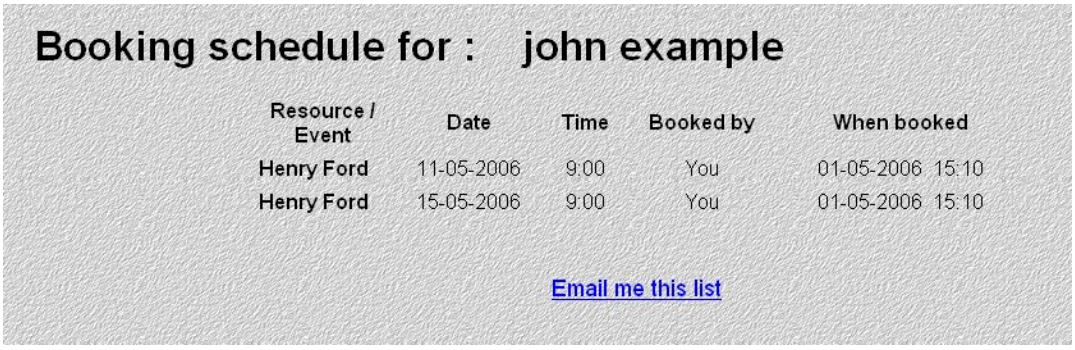
The booking will also be displayed on the left hand menu for your to review and an email dispatched to you confirming the booking.

You may be offered a way to pay for your booking or reservation at this time depending on the preference of the site owner.

If, as can happen on a multi-user database system, someone else attempts to book the same resource at the same time, then only one of them can be successful. The other user will be given an appropriate message explaining what has happened.

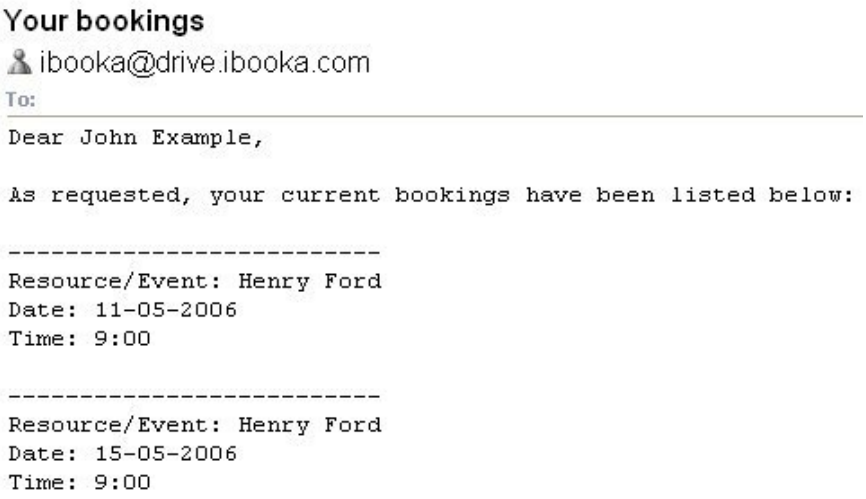
3.4.2. View Bookings

In the View Bookings Page you can see details of all the bookings that you currently active in the ibooka system.



There is an option on the screen for you to request all bookings that you have made and that are outstanding are emailed to you.

Click the email me this list and you will receive an email to the address you registered on the ibooka address for the user ID with which you are logged on. The email will come from ibooka@<yoursitename> and will be in a similar format to the example shown below.



3.4.3. Dues Report

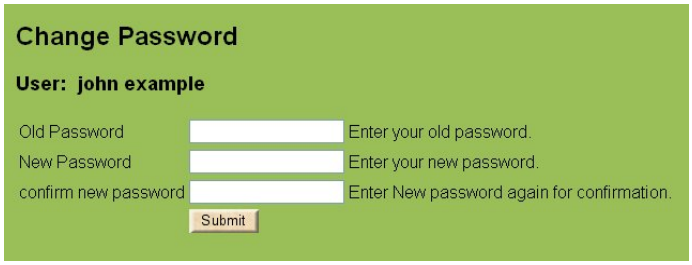
This menu option in the booking sub menu is only available if payments are turned on so that this ibooka website can accept payments for the resources on the site.

If payments are on then the dues report details the payments made, outstanding and overdue.

3.5. Change Password

Changing your password could not be simpler.

Whenever a user logs on they are presented with a menu option of change password. By selecting Change Password they are requested to enter a new password and confirm this. When they submit the page the new password is encrypted and stored for them to use the next time they log on.



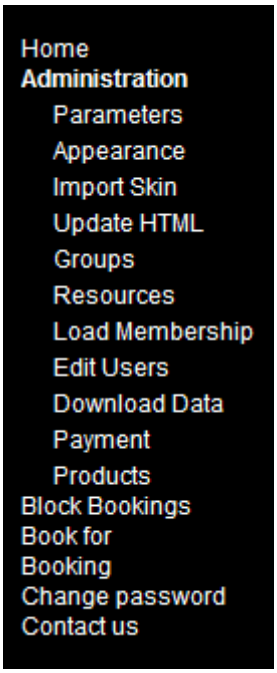
3.6. Contact Us

In the Contact Us Page users can find details of how to contact you by other means than through your ibooka online reservations web site.

4. Administration Functions

This section of the **ibooka** User Manual is only applicable **ibooka** administrators and managers of the system. It contains information relevant to the **administrator** functions of **ibooka** and management of your secure **ibooka** booking and reservation site.

4.1. Administration



Initially, all ibooka systems are set up with an **administrator** logon with the user ID of "admin" and the password "ibooka". You should use this logon to initially logon to your site and then **change the password to something that is private to you**. You should also **reset the email address of the "admin" user to your own email address** as soon as possible – please refer to the "Edit Users" section of this document later in this chapter.

If you wish additional administrators may be set up using this log on via the edit users menu option. Only Administrators have the ability to change the ibooka site from free trial to live operation.

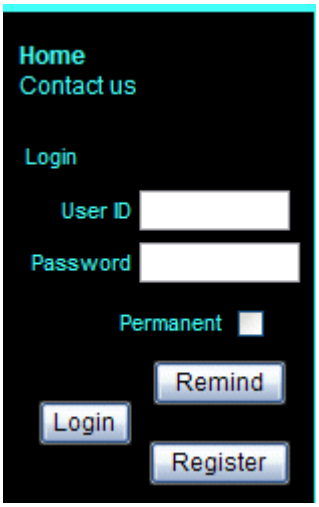
As the **administrator** for the system you are responsible for the maintenance of members database, the resource table and the system parameters, change the appearance and html content of the site.

You also have considerable reporting facilities available as the whole of the booking database is available as a Microsoft Excel format download.

You can navigate your way around the site by using the extended menu on the left of this page. A single mouse click when the cursor is over the menu option will take you to that page.

Wherever possible, entering information into the system is simply a matter of selecting options from pre-formed lists or ticking a checkbox. There is help available on every page to guide you through your booking or reservation experience.

4.2. Logging On to ibooka



The **ibooka** booking service provides a simple way for the administrator to log on and then control the system.

In order to use the facility, you must first of all **log in**. Some organisations will give there users the ability to register themselves. Where this is the case, a Register button will be presented as part of the login facilities on the left hand side of the home page. Alternatively, if there is no "**register"** button on the home page users will need to contact the organisation to register and have a user id and password issued to them by the company.

To log into the system, enter your user id and password at the prompt on the left hand side of the home page and press the Login button. If you have entered the user name or password incorrectly then the "invalid user ID or password" notification box will appear. You should note that the user id and password **are case sensitive**, so please take great care to enter these exactly as you created them or they were given to you by the owner of this site.

When you have successfully logged on a more comprehensive set of menus will appear on the left of the page allowing you access to the other parts of the site.

As a security measure, whenever you log in to ibooka and then leave your browser inactive for an extended period of time the ibooka system will automatically log you off. This helps to ensure that no body else can come up to your computer, if you leave it unattended, and access the system as if they were you. If you don't want ibooka to log you out automatically then if you check the "**Permanent**" check box ibooka will keep you logged in until you close your browser.

You can navigate your way around the site by using the menu on the left. A single mouse click when the cursor is over the menu option will take you to that page.

Wherever possible, entering information into the system is simply a matter of selecting options from pre-formed lists or ticking a checkbox. There is help available on every page to guide you through your booking or reservation experience.

4.2.1. Password Reminder

If, at any time, you forget your password, press the Remind button to receive an e-mailed reminder. You will be asked to re-enter your email address that you used to register on ibooka.

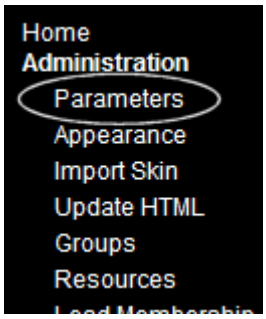
After validation, a new password will be emailed to the details held in the ibooka system. All passwords within ibooka are encrypted using one way encryption and therefore, ibooka is unable to tell you what your old password was. If you do not like your new password you can change this using the change password option once logged in.

TIP: If you have not updated the admin user profile with your email address then this password reminder will obviously not work for the admin user id.

4.3. Setting System Parameters and configuring your ibooka system (Administration Menu)

The administrator status provides the ability to change system parameters and configure your ibooka system as you choose. These configuration options are available in the Administration menu.

4.3.1. Parameters (set the parameters that control your ibooka site)



The system parameters allow you to customise your **ibooka** system to have system wide parameters that will affect all users of the system. You can set the system parameters so that **ibooka** works in the way in which you do.

Amongst other features you can set you site to accept payments, allow product groups, define opening times and booking periods, specify if people are allowed to register themselves or have to have user ID's and passwords allocated for them.

The following parameters can be set here :-

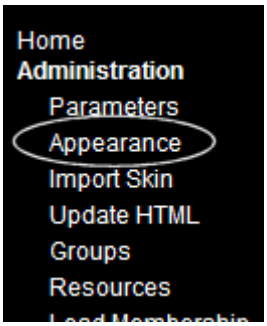
Site name	Enter the name to appear in descriptions of this site
Name for resources	Enter the name for the type of resource used in this site
Name for products	Enter the name for collection of resources which comprise a product
Allow Registration	Allow users to register themselves for the service
Allow Remember me	Allow users to login once and then register via a cookie held on their machine
Daymask (SMTWTFS)	Set 'Y' for each available day, 'N' for unavailable days
Start Time	Enter the first available booking time for any resource (default)
End Time	Enter the end of the last available booking time for any resource (default)
Variable opening times	Specify different daily opening and closing times (below)
Start Time (Sun)	Sunday opening time (if variable opening times is 'Y' and the 'daymask' flag for Sunday is set to 'Y'
End Time (Sun)	Sunday closing time
Start Time (Mon)	Monday Opening time
End Time (Mon)	Monday closing time
Start Time (Tue)	Tuesday Opening time
End Time (Tue)	Tuesday closing time
Start Time (Wed)	Wednesday Opening time
End Time (Wed)	Wednesday closing time
Start Time (Thu)	Thursday Opening time
End Time (Thu)	Thursday closing time
Start Time (Fri)	Friday Opening time
End Time (Fri)	Friday closing time
Start Time (Sat)	Saturday Opening time
End Time (Sat)	Saturday closing time
User Booking Start Time	Enter the Time from which non-administrators can book

User Booking End Time	Enter the Time up to which non-administrators can book
First future Event date	This date (if valid and in the future) will be offered to users as the first date on logging in. (Date must be in the format YYYY-MM-DD)
Show prices	Display costs on the booking page
Payments authority	Select the authority level required to tick off payments
Booking window	Enter the number of page view units to allow booking in advance. 0=no limit
Cancellation window	Enter the number of page view units to allow cancellations without penalty. 0=no limit
Confirmation e-mail address	Enter the e-mail address to receive copies of bookings
Support e-mail address	Enter the e-mail address to show on the site for support queries
Accounts e-mail address	Enter the e-mail address for accounting correspondence
Show Day names?	Enter 'Yes' here to have day names appear on the booking form (Only applies where the booking unit is set to 'days
Charging currency	Select the appropriate Allocation units
Worldpay options	Choose the collections method appropriate to your installation
Worldpay Installation ID	Enter the Worldpay Installation ID for this website
Worldpay Company ID	Enter the Worldpay company ID for this website
Default Credit Limit	Enter the Default customer credit limit for collecting customer balances
Is Worldpay live?	Enter 'Yes' here when Worldpay have set up your installation as 'live'
Invoice Text	Enter the text that is to appear on user's credit card notifications
Offset from GMT	Select the number of hours (+)after or (-) before GMT for your site clock
Label for booking	Enter the prompt string to go beside the booking check box for a standard resource booking.
Label for booking cancellation	Enter the prompt string to go beside the booking cancellation check box for a standard resource booking.
Label for Event subscription	Enter the prompt string to go beside the booking check box for a subscription to a predefined event.
Label for Event subscription	Enter the prompt string to go beside the cancellation check box for a predefined event.
Show only events for booking	Restrict bookings on this site to predefined events only.
Min. bookings in a single transaction	Specify the minimum number of bookings in a single transaction. (0 = no limit)
Max. bookings in a single transaction	Specify the maximum number of bookings in a single transaction. (0 = no limit)
Booking Notes	Allow comments to be added to bookings
Unit of Measure	Select the appropriate Allocation units
Page Unit	Select the appropriate page view units

Change the parameters to modify system behaviour.

TIP: Beware of modifying the 'Start Time' field on a live system as any bookings made for the previous time patterns will be lost and would have to be manually re-entered.

4.3.2. Appearance (change the look and feel of your ibooka site)

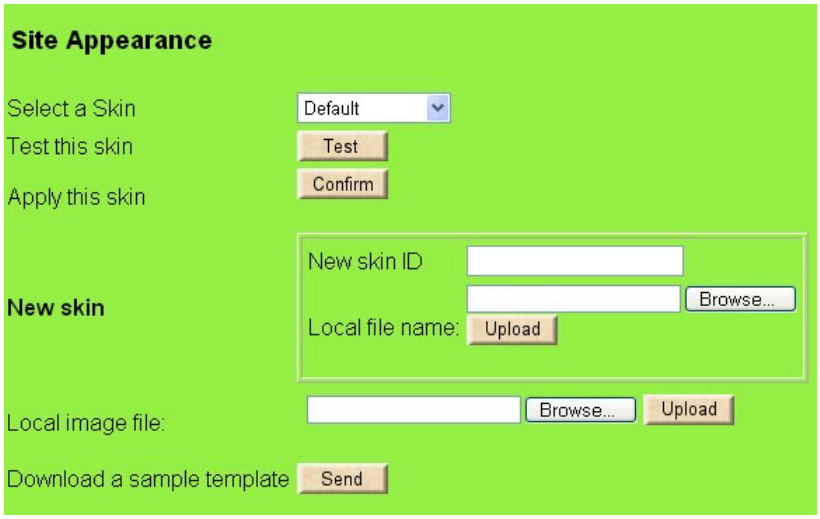


The appearance feature is one of the most powerful features in ibooka. It allows you to dramatically change the look and feel of your **ibooka** site. The way it achieves this is by ibooka having templates, called "skins", that control the look of each ibooka page on your site.

In order to get you started there are a number of standard **ibooka** templates that can be imported into your system using the “import skin” menu feature described in the next section of this manual.

If you then wish to add this skin to your ibooka site as a new template please simply browse to the filename of the skin you imported in the “select a skin” dropdown menu on this page and then click the “test this skin” button (which will display the page with the new skin) and then, if you like the skin, select the “apply this skin” confirm button.

While we expect that you will use a standard skin to get started, **ibooka** is designed to allow you to create your own "skin" to make the web site look exactly like your existing web site if you wish.



TIP: ibooka recommends that you do not attempt to create your own skin unless you know and have programmed before in HTML. If you have not, please remember ***ibooka will be happy to set your site up and make it look like your existing website or the website you would like for you completely free of any charge, obligation or liability****. All you have to do is ask us by emailing to admin@ibooka.com and we will be pleased to complete this initial stage for you and then email you the screens we use to build your site.*

If you do decide to build and change your own skin then the "New Skin" section of the appearance page allows you to upload a new skin to the **ibooka** system and apply it to your site. Simply browse for a skin that you have previously created (please refer to the separate ibooka technical manual that relates to creating a new skin) and select the appropriate file. You may now upload this to **ibooka** for your site.

Example html pages are also available on the ibooka samples page which is located at http://www.ibooka.com/Samples.html. These are available to help our customers and allow them to download sample html code to their local computers, change and use the code if required or just to see what code we used for some of our demonstration sites.

If you are creating a skin please refer to the “**creating a skin section**” of this user manual which also contains the specific instructions for uploading the new skin and associated images to your site.

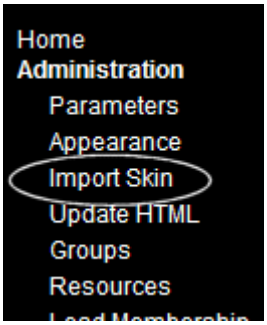
TIP: if you upload a wrong template or a template that has significant errors in it then there are instances where this can block any other pages being displayed in your ibooka site. Don't Panic! All is not lost. In the address bar of your browser, enter the following: ***http://yoursitename.ibooka.com/admin/skins.htm?fixskin=golf*** *The skins page will be displayed using the golf template and you can then upload a revised template.html file*

The mail template button

sends a request to the **ibooka** system to email you a template and details for creating a new template. Please refer to "creating a new template" in this user manual.

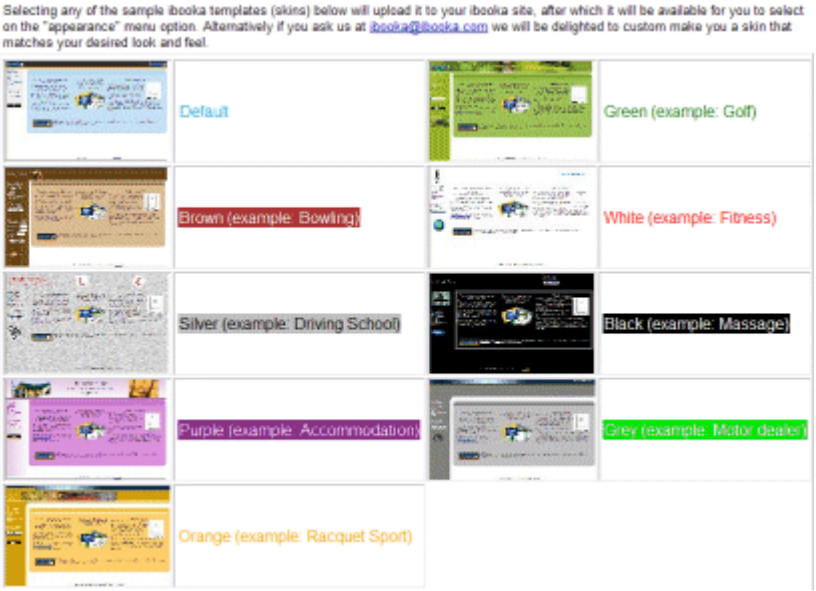
The appearance screen also allows you to upload new images to parts of your **ibooka** site. Please also refer to the sections **"creating HTML for your site"** and **"uploading images**" that appear in section 5 of this user manual.

4.3.3. Import Skin (select standard ibooka templates for your ibooka site)



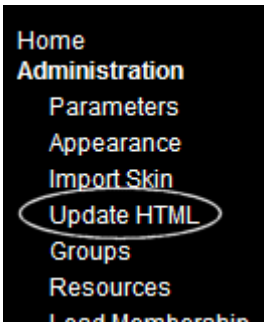
The import skins feature in ibooka allows you to select from a number of standard ibooka skins for your ibooka site and import these into your system.

You can also create your own skins and upload these to your ibooka site using the "appearance" menu item detailed above. This part of the ibooka system works together with the "appearance" administration option.


Selecting any of the sample ibooka templates (skins) below will upload it to your ibooka site, after which it will be available for you to select on the "appearance" menu option. Alternatively if you ask us at ibooka@ibooka.com we will be delighted to custom make you a skin that matches your desired look and feel.
Default
Green (example: Golf)
Brown (example: Bowling)
White (example: Fitness)
Silver (example: Driving School)
Black (example: Massage)
Purple (example: Accommodation)
Grey (example: Motor dealer)
Orange (example: Racquet Sport)

To import one of the standard ibooka skins simply click on the image and skin will instantly be added to your list of available skins in the appearance menu option.

4.3.4. Update HTML (change the images and text on your ibooka site pages)

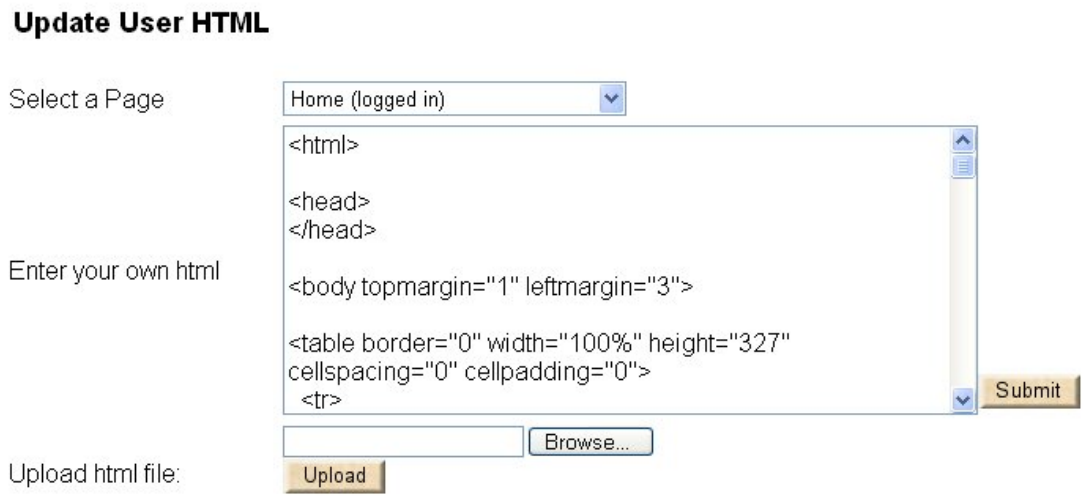


The update HTML feature in ibooka is considered by many of our users as the most useful and powerful part of the ibooka system.

Put simply, update HTML allows you to create dramatic and informative website pages for your ibooka site that are personal to you and contain current information. It then allows you to update these over and over again very simply.

The text/graphics for almost any **ibooka** pages can be created as html. Please refer to the ibooka technical manual for detailed examples. You can add text and images to all of the screens that your users will see.

TIP: While updating HTML screens has proved fairly easy for our customers, ibooka understands that creating them from scratch or from the examples given in section 5 can be a bit daunting. Therefore, many of our customers ask ibooka to create a set of initial screens and email these to them such that they can modify them. As with the skins ***ibooka will be happy to create the HTML screens for your site and make it look like your existing website or the website you would like for you completely free of any charge, obligation or liability****. All you have to do is ask us by emailing to admin@ibooka.com and we will be pleased to complete this stage for you and then email you the screens we use to build your site.*



When you select a page the current HTML for that page is loaded into the "Enter your own HTML" section of the screen.

The update HTML function (screenshot above) is used to allow you to upload the text/graphics for the majority of the **ibooka** pages as html pages.

You can either type or amend the html in the text box provided or upload a file that you have created using a separate product such as Frontpage or Dreamweaver.

First you must select which page you wish to update. The drop down menu gives you the list of pages that you can upload (please see the table below for details of what these pages relate to). If you have created a new separate HTML page then use the browse function to locate it and then simply press "upload".

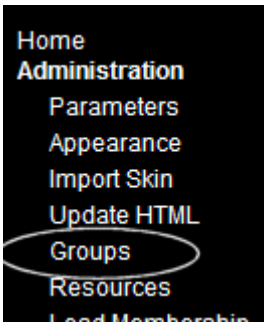
Example html pages are also available on the ibooka samples page which is located at http://www.ibooka.com/Samples.html. These are available to help our customers and allow them to download sample html code to their local computers, change and use the code if required or just to see what code we used for some of our demonstration sites.

The Table of Pages available for upload to ibooka follows:

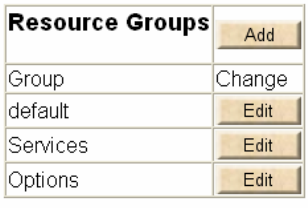
Drop down window name	Changes page (example html pages are available on the ibooka samples page which is available at http://www.ibooka.com/Samples.html
Administration Menu	Main menu "Administration" page
Skins and images	Administration menu "Appearance" Page
Block booking menu	Main menu "Block Bookings" Page
Booking for selector	Main menu "Book For" selection page
Booking	"Booking" page that has the booking slots

Booking menu	Main menu “Booking Menu” page
Booking report	Booking menu “View Bookings” page
Contact us	Main menu “Contact Us” page
Home (not logged in)	Home Screen (this screen is shown before users log in)
Dues Report	Booking menu “Dues report” page – only shown if payments are turned on
Home (logged in)	Home Screen (this screen is shown after users log in)
Set Holidays	Block bookings menu “Set Holidays” page
Update HTML	Administration menu “Update HTML” page
Import Skin	Administration menu “Import Skins” page
Update Parameters	Administration menu “Parameters” page
Change password	Main menu “change password” page
Mark Payments	Main menu “payments” page
Refund Policy	Payments “Refund Policy” page
User Registration e-mail message (registration site)	Email sent to users on registration (only used on registration sites)
User registration (Registration site)	User registration page (only used on registration sites)
User registration page (booking sites)	User Registration page (when they register themselves from the home page)
Maintain resources	Administration menu “ Resources” Page
Terms and Conditions	Terms and conditions
Maintain user	Administration menu “Edit Users” edit user page
List users	Administration menu “Edit Users” first page
Registration welcome email	Text of the email sent to users when they register on a site

4.3.5. Groups (group resources through your ibooka site)



Resources can be **grouped** to help the user identify different services or events that you offer. For example, a Golf club may offer Tee Times under the main group but optional extras such as carts or trolleys under a separate group. In the same way a automotive service center may offer a services group for car services, oil/exhaust change, Emissions testing, etc. but offer car valeting or hand car washes under a second group.



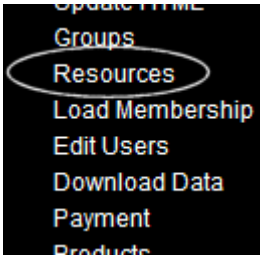
You can set which group is displayed as the default group.

This section simply allows you to add or edit groups under which resources can be added.

*TIP: If you do not enter any information here then all resources will fall under the default group that **ibooka** creates for you when the site is created.*

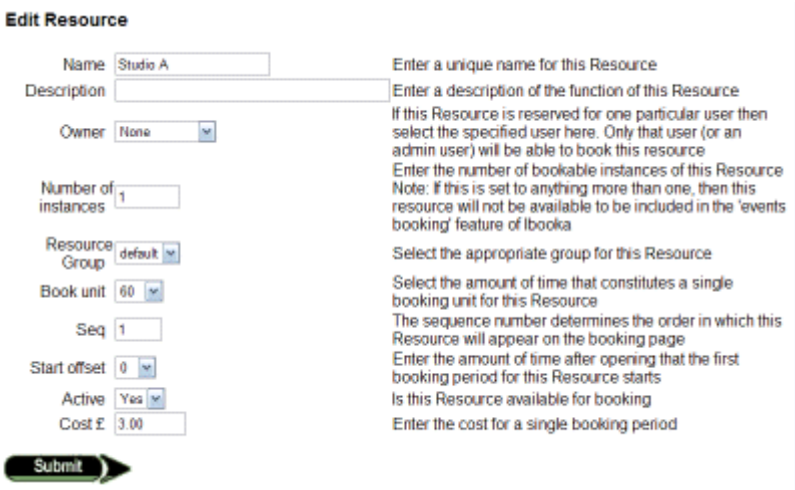
If the default Group is the only group that is set up on your ibooka site then the groups drop down menu will not appear on the booking page as the default group is always the group that will be selected.

4.3.6. Resources (the bookable components in your ibooka site)

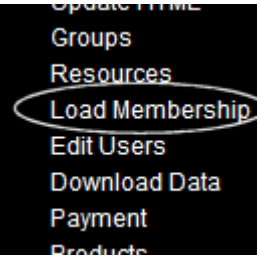


Resources are the "bookable" components that you want to let your customers reserve or book within **ibooka**. If you are a golf club these would be tee times, a driving school then these are the lessons or exams, a garage then its the car servicing or emissions test, etc. and so on.

You set up a resource using the Edit Resource function.


Edit Resource
Name
Studio A
Enter a unique name for this Resource
Description
Enter a description of the function of this Resource
Owner
None
If this Resource is reserved for one particular user then select the specified user here. Only that user (or an admin user) will be able to book this resource
Number of instances
1
Enter the number of bookable instances of this Resource Note: If this is set to anything more than one, then this resource will not be available to be included in the 'events booking' feature of Ibooka
Resource Group
default
Select the appropriate group for this Resource
Book unit
60
Select the amount of time that constitutes a single booking unit for this Resource
Seq
1
The sequence number determines the order in which this Resource will appear on the booking page
Start offset
0
Enter the amount of time after opening that the first booking period for this Resource starts
Active
Yes
Is this Resource available for booking
Cost £
3.00
Enter the cost for a single booking period
Submit

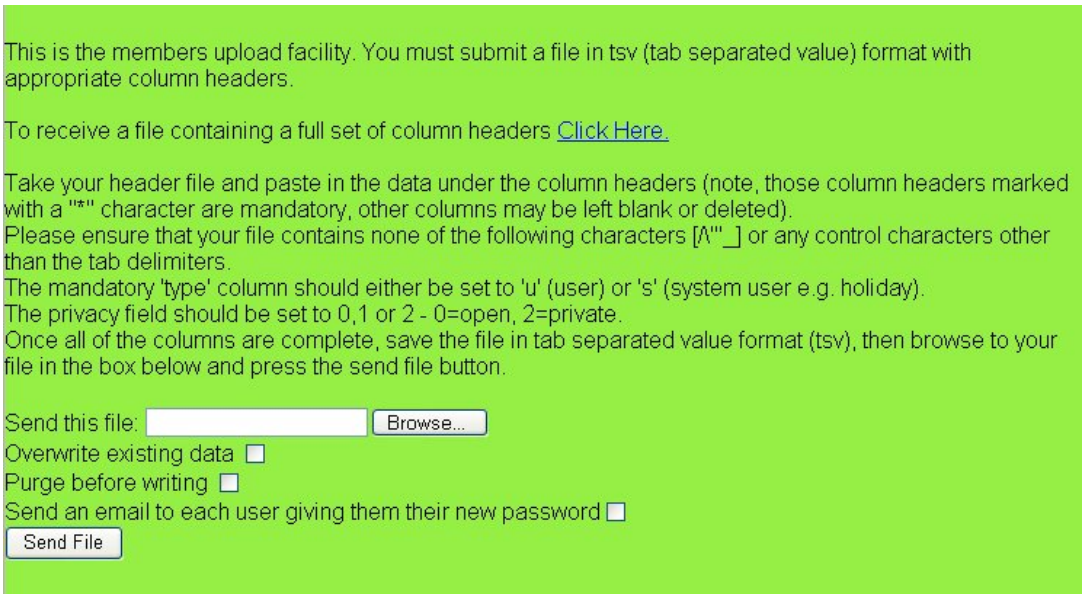
4.3.7. Load membership (bulk upload of existing user information)



ibooka needs to know who your customers or members are. It stores these details in the database it creates for your business. **ibooka** uses these records to check visitors logging into the system and assign them the correct privileges. If you want, you can record other information in the database and use **ibooka** as your own membership or customer database. While you can have users register themselves or you can add members individually through the edit users feature, ibooka also allows you to add an existing membership or user file in bulk.

If you already hold customer/member details in electronic format, **ibooka** makes it easy to upload these to its database. On the Load Membership page, under the administration menu, there is the members upload facility. You must submit a file in tsv (tab separated value) format with appropriate column headers. The easiest way to do this is using Microsoft's excel or word programs.

To receive a **sample** file containing a full set of column headers simply click on the "click here" data option on the load membership page and a sample file will be emailed to


This is the members upload facility. You must submit a file in tsv (tab separated value) format with appropriate column headers.
To receive a file containing a full set of column headers Click Here.
Take your header file and paste in the data under the column headers (note, those column headers marked with a "*" character are mandatory, other columns may be left blank or deleted).
Please ensure that your file contains none of the following characters [/\'"_] or any control characters other than the tab delimiters.
The mandatory 'type' column should either be set to 'u' (user) or 's' (system user e.g. holiday).
The privacy field should be set to 0,1 or 2 - 0=open, 2=private.
Once all of the columns are complete, save the file in tab separated value format (tsv), then browse to your file in the box below and press the send file button.
Send this file:
Browse...
Overwrite existing data
Purge before writing
Send an email to each user giving them their new password
Send File

you.

Take this sample header file and paste in your data under the column headers (note, those column headers marked with a "*" character are mandatory, other columns may be left blank or deleted). When all of the columns are complete save the file, in tsv format.

You are now ready to upload the membership file to **ibooka**. To do this simply return to the Load membership page and then enter the path name to your file in the file box and press the send file button.

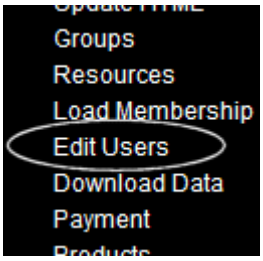
As you can see from the screen shot above, there are options to **overwrite existing data** or **purge before writing** that may be selected before sending the file.

When a new user is created by someone "registering" themselves or by an administrator adding a user through the edit user feature that user is sent an email (that may be configured on the updated HTML page) similar to the following:

```
Hi test,
This is a confirmation that your username (test) has
been set up with a password of [test] on the
Demonstration Centre website.
```

If you select the **send an email to each user giving them their new password** check box then every user added in the bulk member/user load file will receive their own email giving them these details.

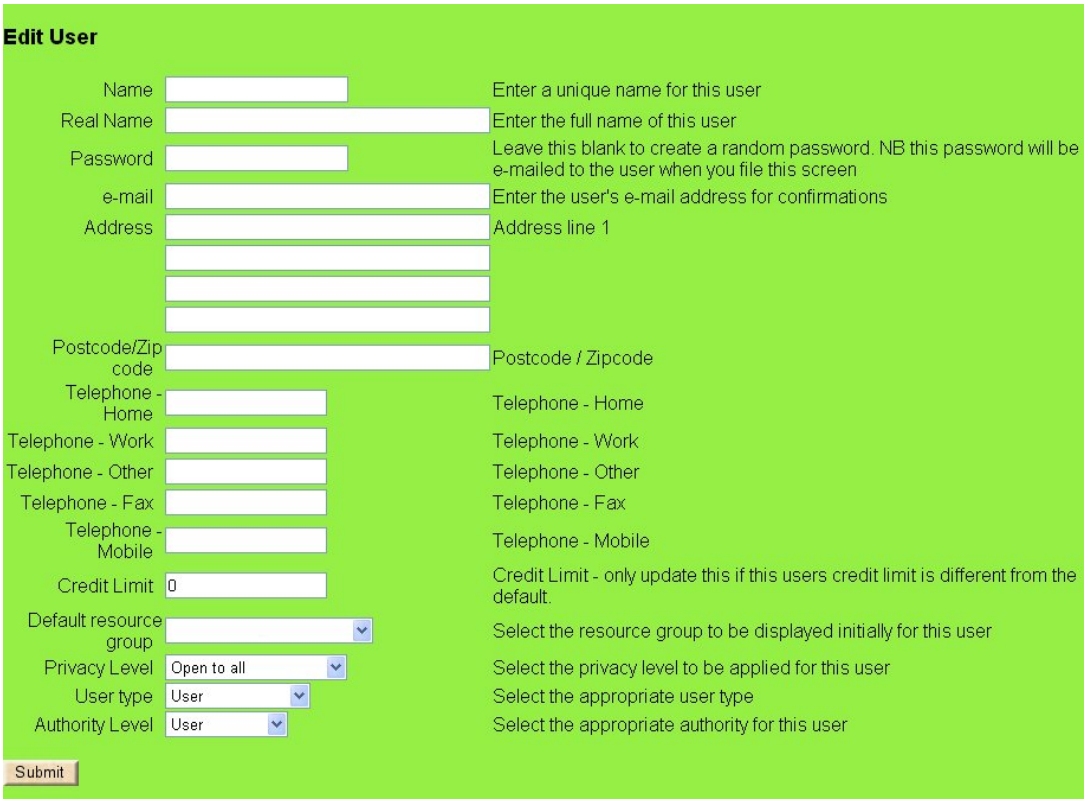
4.3.8. Edit Users (change or add users for your ibooka system)



As stated in the Load membership feature description above, **ibooka** needs to know who your customers or members are. It stores these details in the database it creates for your business. **ibooka** uses these records to check visitors logging into the system and assign them the correct privileges. If you want, you can record other information in the database and use **ibooka** as your own membership or customer database. While you can have users register themselves or you can add members/users in bulk through the load membership feature, ibooka also allows you to add individual users or edit individual user profiles through the edit users feature.

Using the Members form (shown below), new user records can be added at any time or existing records updated, deleted or temporarily deactivated (e.g.; if a member has failed to pay a subscription due or owes money on a resource that they booked).

The fields below should be self explanatory. The email address is the address to which booking confirmations are sent and should be completed carefully for all users.


Edit User
Name
Enter a unique name for this user
Real Name
Enter the full name of this user
Password
Leave this blank to create a random password. NB this password will be e-mailed to the user when you file this screen
e-mail
Enter the user's e-mail address for confirmations
Address
Address line 1
Postcode/Zip code
Postcode / Zipcode
Telephone - Home
Telephone - Home
Telephone - Work
Telephone - Work
Telephone - Other
Telephone - Other
Telephone - Fax
Telephone - Fax
Telephone - Mobile
Telephone - Mobile
Credit Limit
0
Credit Limit - only update this if this users credit limit is different from the default.
Default resource group
Select the resource group to be displayed initially for this user
Privacy Level
Open to all
Select the privacy level to be applied for this user
User type
User
Select the appropriate user type
Authority Level
User
Select the appropriate authority for this user
Submit

When a new user is created by someone "registering" themselves or by an administrator adding a user through the edit user feature that user is sent an email (that may be configured on the updated HTML page) similar to the following:

```
Hi test,
This is a confirmation that your username (test) has
been set up with a password of [test] on the
Demonstration Centre website.
```

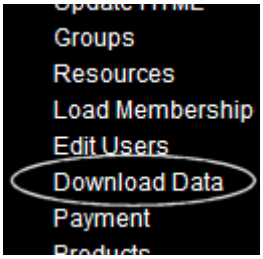
There is no practical limit to the number of customer or member records that **ibooka** can hold on your behalf.

The **Default resource Group** field indicates which Group will be displayed as the initial group when this user goes to the booking page.

The **Privacy level** Field indicates the privacy level for this user e.g. can their name be seen on the booking page by other people for bookings they have made (open to all) or will the field simply say engaged.

The **User Type** field is always set to the default of "users" unless you are creating a system booking for a holiday, closure or other "set holidays" feature. In which case it is changed to System Booking.

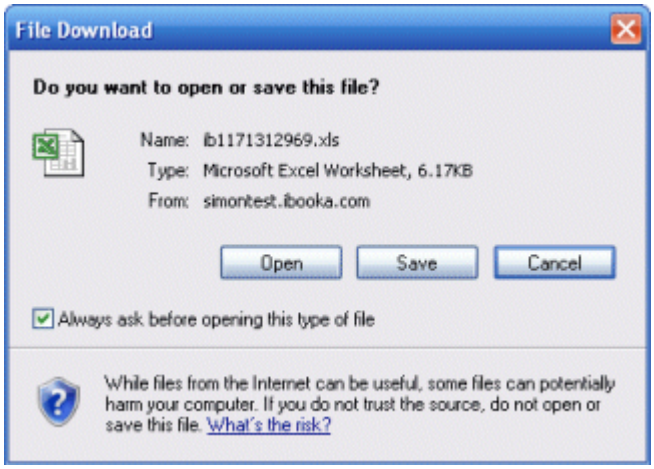
4.3.9. Download Data (extract the ibooka database for review and analysis)



Ibooka holds a database of all the bookings, user details and transactions performed on your ibooka system. This database can be used by you to:

- Produce statistical analysis of your business
- Produce reports regarding all aspects of your business
- Integrate with another booking/user/membership system that you may have.
- Build contact lists and email copy lists

Ibooka makes it very easy to download this information to your local PC in order to facilitate any of these activities.


File Download
Do you want to open or save this file?
Name: ib1171312969.xls
Type: Microsoft Excel Worksheet, 6.17KB
From: simontest.ibooka.com
Open
Save
Cancel
Always ask before opening this type of file
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Whenever you click on the administration menu option "download data" ibooka will start a download of the ibooka datafile to your pc.

A small window will be popped up on your PC asking you if you want to save the file and then asking you for the location where you want to save this file.

TIP: *If you use Internet Explorer and your security setting on your PC restrict downloads then you will get a message along the top of your screen "To protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options…" simply click on the message and allow the download of this file.*

To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options...

The file that you have now received is in standard Microsoft Excel format. This gives a very easy to read, well formatted document that has a lot of analysis and reporting through Excel available.

When you open the file in Excel you can easily see that the format is:

First the users are listed long with column headings to show what the data is

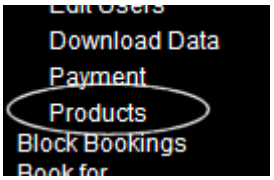
The resources are all shown

Events that have been created on your system are detailed

And finally all the bookings from your system are detailed with resource, date, time, user, user/event, isevent, bookedby, bookdate, booktime, paid and amount fields all available for your analysis.

To get familiar with the options available to you we suggest you use the Excel "Charts" feature in the perform some initial reviews of your data.

4.3.10. Products (create packages of multiples resources for bookings)



Many organisations want to offer multiple resources as a package. Examples of this requirement are Children's parties (e.g. bowling and a party room), promotion packages (e.g. theatre and a meal), wedding packages (e.g. hall, meal and disco/band) and discount schemes (e.g. 10% discount when both a three resources are booked at once.

The **Products** section of ibooka, in the administration menu, allows these requirements to be fulfilled in a truly flexible manner as a result of the ibooka "dynamic booking" functionality.

(a) Enabling Products

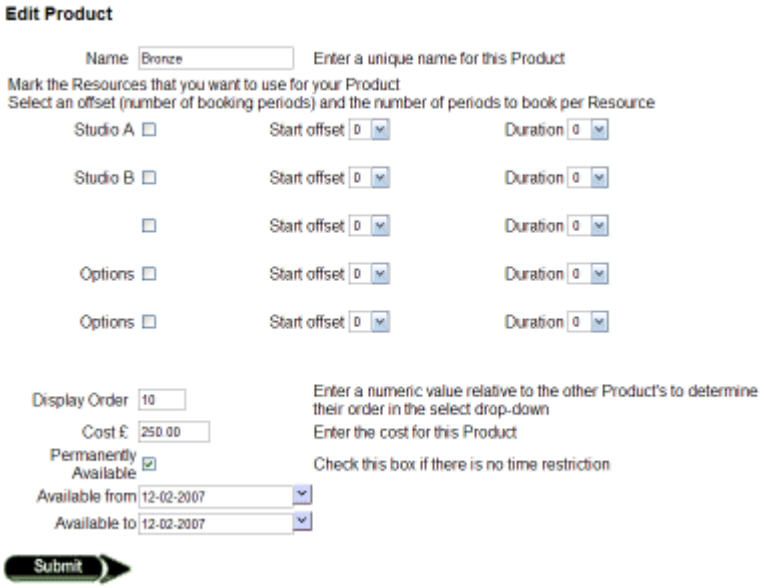
In the parameters section of the administration menu there is the parameter:

Products Name	**Xxxxxxx**	Enter a name for Products

When a name is entered here, such as **Party**, it is used as the products description in the booking section, in the set up/edit products section and in the confirmation emails set out by ibooka. Products are determined by Group.

(b) Products (multiple resources as a package)

Products are set up through the Products section of the administration menu. Use the add button to add a new product and ***define the group that the Product relates to.*** You will be presented with an "Edit Product" Screen (Please remember, if you have defined the "product" parameter to be a different name e.g. Party then the word Product will appear as "Party".


Edit Product
Name Bronze
Enter a unique name for this Product
Mark the Resources that you want to use for your Product
Select an offset (number of booking periods) and the number of periods to book per Resource
Studio A
Start offset 0
Duration 0
Studio B
Start offset 0
Duration 0
Start offset 0
Duration 0
Options
Start offset 0
Duration 0
Options
Start offset 0
Duration 0
Display Order 10
Enter a numeric value relative to the other Product's to determine their order in the select drop-down
Cost £ 250.00
Enter the cost for this Product
Permanently Available
Check this box if there is no time restriction
Available from 12-02-2007
Available to 12-02-2007
Submit

When creating your "product", first enter a name that is both unique and identifies your product for people who are booking.

Then decide which resources you wish to include in your Product. You are only presented with resources that are linked to the group you selected.

Select the resources you want by checking the tick box next to each one.

Next decide the order using the "start offset". This is the offset from the beginning of the product in booking units. For example, if you have a Part that consists of one and a half hours of bowling followed by a birthday party in a special room for 1 hour and during the party a clown will entertain then you would select the following offsets.

Assumption: all booking slots in this example are 30 minutes:

Bowling offset 0 (as this is the first item)

Party room offset 3 (as this starts 90 minutes after the bowling)

Clown offset 3 (as this starts at the same time as the party room.)

Next decide the length of each resource using the “duration”. This is the number of booking units that the resource will take. So in our example:

Bowling duration 3 (as this is 90 minutes (3 booking units) long)

Party room duration 2 (as this is one hour long)

Clown duration 1 (if the clown is only to come in for 30 minutes)

Shared resource unlimited

There are certain instances where a resource will be part of a product package but should not be exclusively booked. For example, in many packages there is a shared activity and then exclusive package items. In these instances the non exclusive item is included in the product as a placeholder, therefore, by setting the unlimited resources offset and duration both to zero (0) the resource will not be “booked” but may be used by other resources in the “product” in order to set an “offset” e.g. a children’s party may start 1 hour after an earlier “non booked” activity.

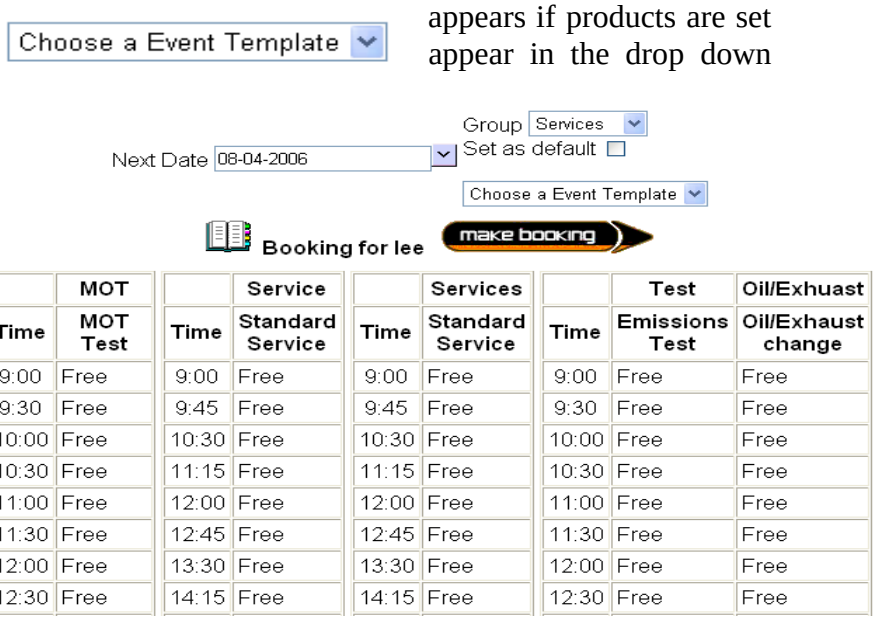
A further example of this usage is where a “Children’s party” starts at 10am with a shared “non bookable” activity. The customer will get confirmation that the “Children’s Party” starts at 10am however, the first bookable resource is not until 11am.

Shared resource events

Products may also be used with events. If a recurring or single instance event, such as a tournament, event or activity that has a limited number of places or can only be booked by an event owner, is present in a booking slot that the “product” should use then this will be booked, by the “product” as normal for an event . Shared event booking works as a standard “product” as defined at the beginning of this section.

(c) Booking Products

When there are “Products” set up in ibooka then a NEW drop down box will appear on the booking page. This box only appears if products are set up and the “Products” that appear in the drop down box are only those that relate to the “group” that is currently selected.



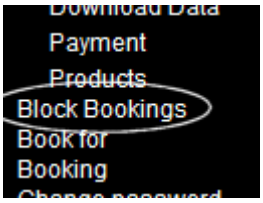
	MOT		Service		Services		Test	Oil/Exhuast
Time	MOT Test	Time	Standard Service	Time	Standard Service	Time	Emissions Test	Oil/Exhaust change
9:00	Free	9:00	Free	9:00	Free	9:00	Free	Free
9:30	Free	9:45	Free	9:45	Free	9:30	Free	Free
10:00	Free	10:30	Free	10:30	Free	10:00	Free	Free
10:30	Free	11:15	Free	11:15	Free	10:30	Free	Free
11:00	Free	12:00	Free	12:00	Free	11:00	Free	Free
11:30	Free	12:45	Free	12:45	Free	11:30	Free	Free
12:00	Free	13:30	Free	13:30	Free	12:00	Free	Free
12:30	Free	14:15	Free	14:15	Free	12:30	Free	Free

Please note: when the Parameter “Product Name” is set to something like the word “Party” then this box will read “Choose a Party”

To book a “Product” simply select a “product” from the drop down list and then Click the check box in the start time of any of the resources. When you then click “make booking” the product will be inserted into the correct locations.

In the event that you try to book a “product” into time slots where one or more of the resources is already taken exclusively then an appropriate error message is displayed in the menu/message section on the left of the screen and the “Product” is not booked.

4.4. Block Booking



There are many situations which occur where a number of resources have to be **booked multiple times**, special events like **tournaments** need to be managed or **coaching sessions, training courses or parties set up**. There are also other special cases where organisations will want certain resources to **only be available for booking by an administrator** and not by general users. Resources also become **unavailable** from time to time for things like **maintenance, holidays,** etc.

The facilities provided in the '**Block Booking**' section allow for the creation and management of events (bookings/reservations) which cover multiple resources over many days or which recur on a regular basis. They also address holidays, unavailable resources and tournament/party events.

It is also possible to simply mark many resources as unavailable for a period of time. This is useful for period of maintenance, holiday blackout periods of because a resource has become unusable due to a fault or other condition.

The options available are:

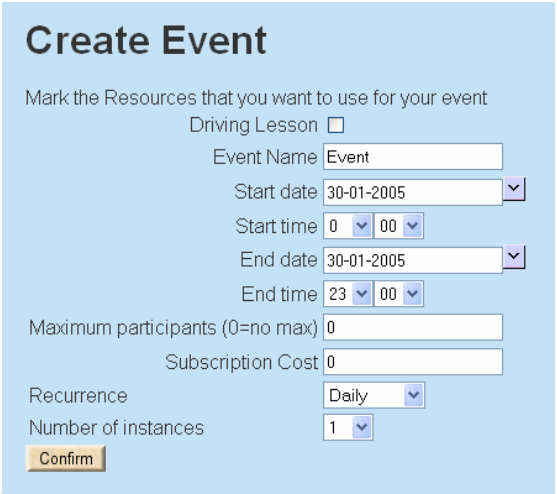
4.4.1. Set Events (create events for multiple people to book)

Many of the resources you define can be used in different ways. Where it is not simply a single user booking a single resource, you might consider the creation of an event. Members can then subscribe to the event.

This facility allows you to specify events and to allocate resources and define recurrence.

When events are defined, the booking schedule shows the resource(s) as booked by the event.

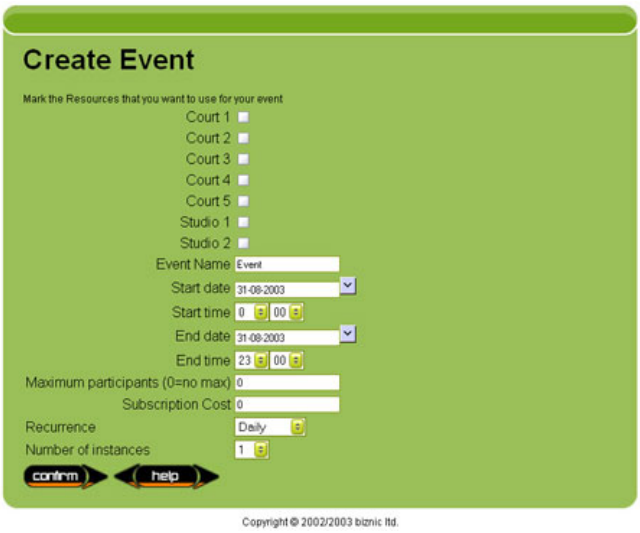
An event can book a number of resources, even over a number of days. Theses resources then become 'engaged' and unavailable for other users or events to book. To define an event, choose Block Bookings/Set Events You will be presented with a full list of the resources available to the system, mark the ones that you want to use for the event (tick the checkboxes next to them), Then complete the following fields:



Field	Description
Event Name	Give the event a name. This name will appear in the booking schedule and on e-mails confirming subscription
Start date	Enter the first date for the event to make bookings
Start time	Enter the time from which the resources are required. Generally it is easier to book too many resources and then manually cancel those that are not required using the Edit events option.
End date	Enter the last date on which to book resources for this event. Unless a specific event is to last more than a single day this should be the same

	as the "Start date". Where separate subscription bookings can be made for different dates, these should be set up as separate events using the recurrence facility (see below).
End time	Enter the last time which resources should be booked
Maximum participants	Set the maximum number of participants allowed to subscribe to the event, if there is no maximum, set this value to "0"
Subscription Cost	Enter here the fee to be charged for this event
Recurrence	If there is to be more than one instance of this event that can be separately subscribed to, then select the recurrence period. The choices are Daily, Weekly, 4 weekly and monthly.
Number of instances	Select the number of times this event will run, options run from "1" to "52" times

Once the options have been set, depressing the "**submit**" button will commit the event to the booking schedule. A set of messages showing the resources booked will appear underneath the menu when the screen is redrawn.



Making changes

Once an event exists, changes can be made the resources that it has booked. Choose Block Bookings/Edit Events from the menu. this will take you into a screen that looks like the normal bookings screen but will show a heading of Edit Events. On this page, resource booking slots that are allocated to particular events can be released. On the normal booking screen where there is an event booking covering more than one resource booking slot, only the first booking slot on a page contains a subscribe(unsubscribe) checkbox; on this page each booked slot can be cancelled and free slots can be allocated to the event selected in the drop down box in the button bar at the top of the page.

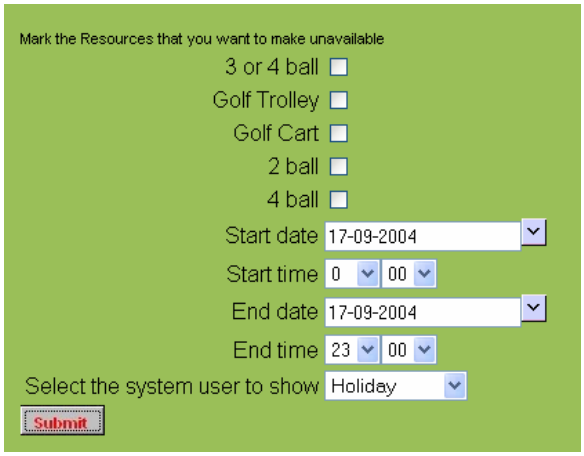
4.4.2. Edit Events

The 'Edit Events' screen is similar to the standard booking screen except that, in the selection bar at the top, there is a drop-down box containing all defined events. individual booking slots can be allocated to the currently selected event.

Also, specific booking slots which are allocated against an event can be removed simply by checking the cancel box next to them.

You will not be allowed to delete any event which has got subscriptions against it. Multiple bookings provide a quick way to book the same resource or facility, say, every week or month.

4.4.3. Set Holidays (block resources for periods of maintenance or closure)



The "**Set Holiday**s" option allows you to mark certain resources unavailable at certain times for various reasons.

When you select the "Set Holidays" option from the Administrator's menu you will be presented with a page which contains the following :

The list of resources will be those that are defined specifically for your system, select those that you want to mark as busy.

Then enter the start date, start time, end date and end time for the periods to be marked as busy. Finally, select the system user from the drop-down window and depress the "**submit**" button. The page will be redrawn with a message reporting the number of booking slots reserved on each day.

In the example above the reason for the resource being unavailable is "**holiday**" and this is shown on the booking screens. This may be used for blocking Golf lessons or tennis coaching when the pro is on holiday. However, use of the Set Holiday feature is also validly used to block periods of time before a series of classes start, for maintenance work on a resource or simply to block a resource at certain times.

To have the ibooka system show a different reason than "holiday" simply set up a new user (using the edit users feature of the administration menu) and ensure that the name of the user is the term you want displayed e.g. "maintenance", "closed for Christmas", etc and that the **"User Type" is set to "system booking".** This will ensure that the user is presented as an option on the "set holiday" page.

4.4.4. Edit Event Params

Once you have created your events you can either change a specific event through the Edit event feature OR you can edit certain of the parameters that control a sequence of events.

When you enter the **edit event params** feature in the block booking menu you are first presented with a screen listing the different events that are set up on your system.

You must determine which event you want to change and then select the edit button that appears next to that event.

You are then presented with the following screen that allows you to edit:

"This section allows the administrator to block periods from being booked. The administrator can set holidays, maybe public holidays or staff holidays. Sections can be restricted due to faults, problems or periodic maintenance. Individual resources can be taken out of service for a specified period of time OR for a period of time each day/week/period"

Events

Event	Start Date	Start Time	Cost	Max subscribers	
Junior Coaching - 2	19/04/2006	16:00	®?0	4	Edit
Junior Coaching - 2	19/04/2006	17:00	®?0	4	Edit
Mens Tennis - 2	19/04/2006	18:00	®?0	1	Edit
Mens Tennis - 2	19/04/2006	19:00	®?0	1	Edit
Junior Coaching - 2	20/04/2006	16:00	®?0	4	Edit
Junior Coaching - 2	20/04/2006	17:00	®?0	4	Edit
Junior Leagues - 3	22/04/2006	7:00	®?0	1	Edit
Junior Leagues - 3	22/04/2006	8:00	®?0	1	Edit
Family Tennis - 3	22/04/2006	14:00	®?0	1	Edit
Family Tennis - 3	22/04/2006	15:00	®?0	1	Edit
Family Tennis - 3	22/04/2006	16:00	®?0	1	Edit
Family Tennis - 3	23/04/2006	14:00	®?0	1	Edit
Family Tennis - 3	23/04/2006	15:00	®?0	1	Edit
Family Tennis - 3	23/04/2006	16:00	®?0	1	Edit
Junior Coaching - 3	24/04/2006	16:00	®?0	4	Edit
Junior Coaching - 3	24/04/2006	17:00	®?0	4	Edit
Ladies Tennis - 3	25/04/2006	16:00	®?0	1	Edit
Ladies Tennis - 3	25/04/2006	17:00	®?0	1	Edit
Ladies Tennis - 3	25/04/2006	18:00	®?0	1	Edit
Ladies Tennis - 3	25/04/2006	19:00	®?0	1	Edit
Ladies Tennis - 3	25/04/2006	20:00	®?0	1	Edit

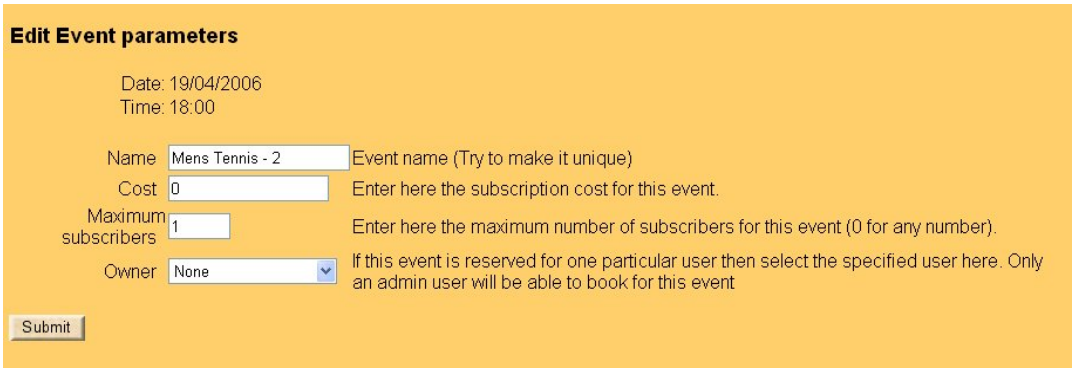
The event name

The event cost

The number of subscribers (e.g. the number of participants which may be 10 for a coaching session, 25 for a pilates class, etc)

The Owner of the event.

If the event owner is left as “none” then there is no owner, however, any other value indicates that that administrator owns the event and that all bookings for that event can only be made through the administrator “book for” function.


Edit Event parameters

Date: 19/04/2006
Time: 18:00

Name: Mens Tennis - 2 — Event name (Try to make it unique)

Cost: 0 — Enter here the subscription cost for this event.

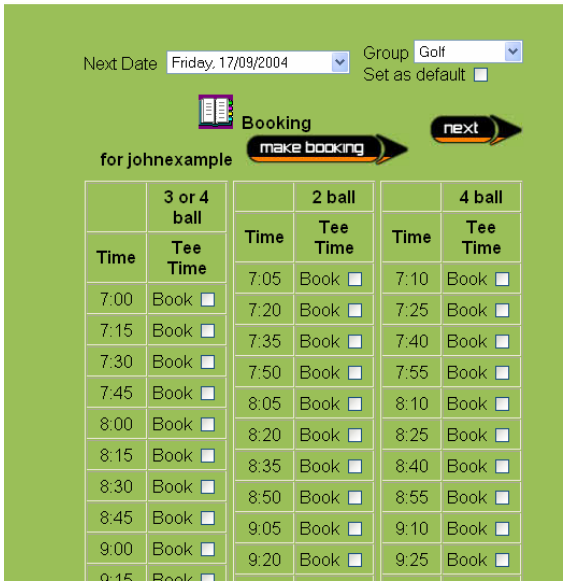
Maximum subscribers: 1 — Enter here the maximum number of subscribers for this event (0 for any number).

Owner: None — If this event is reserved for one particular user then select the specified user here. Only an admin user will be able to book for this event

Submit

4.5. Book for

At present, most, if not all, your bookings are probably made by telephone or in person. Naturally, this facility must be retained and, naturally, **ibooka** provides it **and more.**



Your office is connected to the **ibooka** servers in the same way that your customers are, using an ordinary Internet connection, which can be shared among any number of staff in your business.

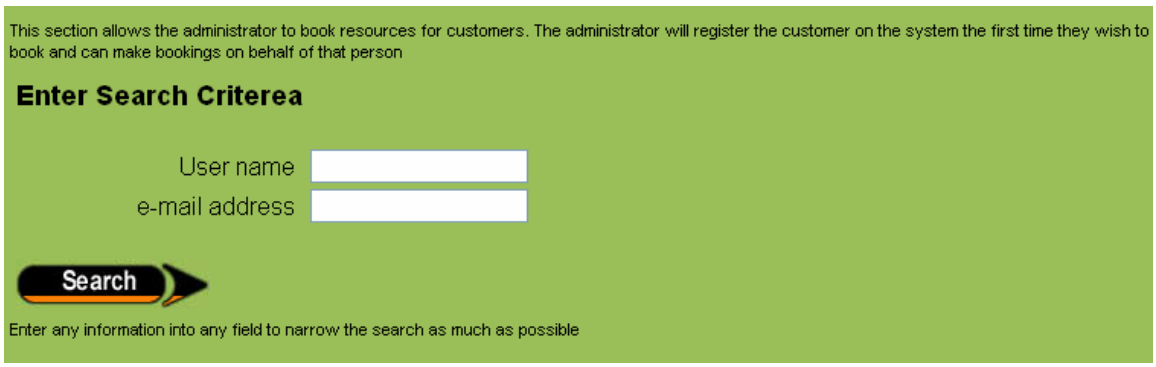
You can designate any user or users of your **ibooka** system as booking staff, manager or site administration personnel. The privileges you assign open up additional facilities within **ibooka** to those staff alone

Not all members will have access to the internet and so telephone booking still has to remain an option.

If the user is a moderator then, in addition to the date selector in the selector bar, a link to the user selector is also included so that bookings may be made on behalf of members. As a safety feature, users who have the facility to book on behalf of other users cannot also book courts for themselves.

If you have the authority to book on behalf of others, then before being presented with the booking page you will be taken into the user selection page to select a user to book for.

Enter part of the


This section allows the administrator to book resources for customers. The administrator will register the customer on the system the first time they wish to book and can make bookings on behalf of that person
Enter Search Criterea
User name
e-mail address
Search
Enter any information into any field to narrow the search as much as possible

username and/or e-mail address to narrow the search as much as possible and press the "**search**" button, the screen will be redrawn with a drop down box of the search result added at the top. You can now either refine your search or make a selection from the drop-down box.

Confirming the selection loads the booking page.

The address button icon allows you to quickly and easily select a new user from the list of users. It returns you to the user selection screen shown above.

4.6. Booking Menu

This submenu provides all of the booking functionality for the administrator that is provided for ordinary users plus some additional privileges.

4.6.1. Booking

This is the heart of the booking system. In our demonstration system, one day at a time is displayed showing all available resources and their current status.

Date Selection

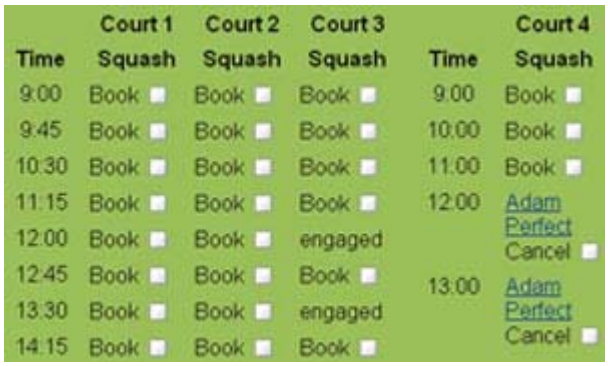
At the top and the bottom of the page we have a selector bar which allows us to move forward or backwards one day at a time. Use the **"<<prev"** button to go back one day, and use the **"next>>"** button to move forward one day. Bookings cannot be mad in the past, nor beyond the end of the booking window. The top bar also contains a day selector which gives the option of picking a date from the booking window to move to. Selection of that date automatically submits the page and any checkboxes that have been checked will be actioned.

ibooka
Home Page
Booking
View Bookings
Contact us
Welcome John
Example
Click to logoff
Help
Next Date
Monday, 31/01/2005
Previous
Booking for john
example
make booking
Next
Court 1 Court 2 Court 3 Court 4 Court 5
Time Squash Squash Time Tennis Tennis Tennis
9:00 Book Book 9:00 Book Book Book
9:45 Book Book 10:00 Book Book Book
10:30 Book Book 11:00 Book Book Book
11:15 Book Book 12:00 Book Book Book
12:00 Book Book 13:00 Book Book Book
12:45 Book Book 14:00 Book Book Book
13:30 Book Book 15:00 Book Book Book
14:15 Book Book 16:00 Book Book Book
15:00 Book Book 17:00 Book Book Book

Any resource booking slot that is available to be booked for the current user has a check box next to it. When this checkbox is checked and the 'next', 'previous' or 'submit' button is depressed, the booking system will attempt to book the selected resource at the specified time for the current user. When the page is redrawn, that resource booking slot will then be shown as 'booked' either with a name against it or, depending on the user's privacy setting, as 'engaged'. Engaged booking slots appear with a different background colour. Additionally, where 'events' are created, they will show all of the resource booking slots that they have reserved in a third color. against the first booking slot that the event has reserved, the option to subscribe to the event will be offered where appropriate.

If, as can happen on a multi-user database system, someone else attempts to book the same resource at the same time, then only one of them can be successful. The other user will be given an appropriate message.

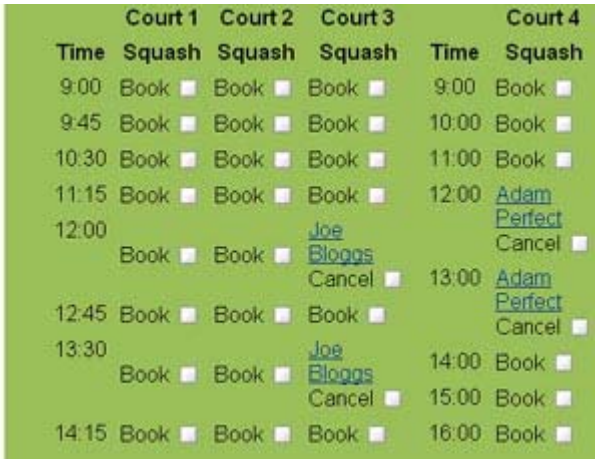
One of the most important requirements in your office is the need to see the pattern of bookings at a glance. **ibooka** not only provides a clear display of all bookings and availability, the display is *live* and accepts additions or changes to bookings with just a click



Time	Court 1 Squash	Court 2 Squash	Court 3 Squash	Time	Court 4 Squash
9:00	Book	Book	Book	9:00	Book
9:45	Book	Book	Book	10:00	Book
10:30	Book	Book	Book	11:00	Book
11:15	Book	Book	Book	12:00	Adam Perfect Cancel
12:00	Book	Book	engaged		
12:45	Book	Book	Book	13:00	Adam Perfect Cancel
13:30	Book	Book	engaged		
14:15	Book	Book	Book		

User booking screen

The customer Adam Perfect is able to see his name only against selected bookings. All other customers are shown as "engaged" to ensure client privacy



Time	Court 1 Squash	Court 2 Squash	Court 3 Squash	Time	Court 4 Squash
9:00	Book	Book	Book	9:00	Book
9:45	Book	Book	Book	10:00	Book
10:30	Book	Book	Book	11:00	Book
11:15	Book	Book	Book	12:00	Adam Perfect Cancel
12:00	Book	Book	Joe Bloggs Cancel	13:00	Adam Perfect Cancel
12:45	Book	Book	Book		
13:30	Book	Book	Joe Bloggs Cancel	14:00	Book
				15:00	Book
14:15	Book	Book	Book	16:00	Book

Administration booking screen

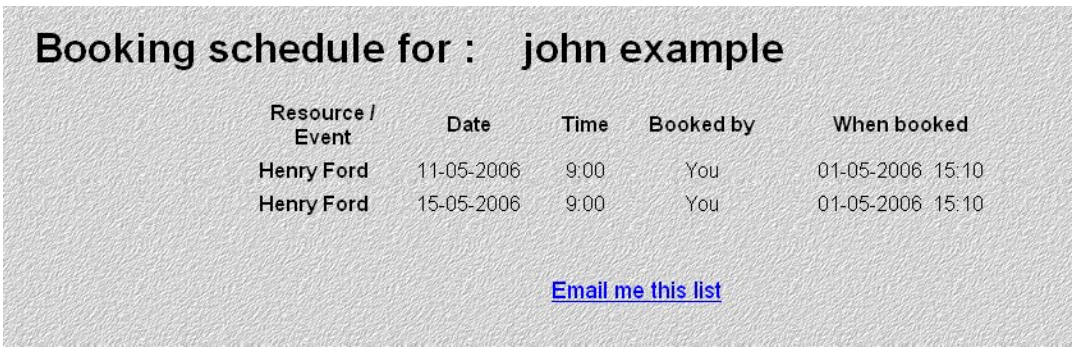
The office booking screen highlights all bookings by customer name.

In use, the facility operates just like the customer booking procedure but, as comparison of the two screenshots above shows, your staff can also:

1. see **who** has booked
2. make and amend bookings **on behalf of** customers
3. make **multiple** or **repeat** bookings
4. set up **events** or **classes** that many customers can then subscribe to
5. mark **maintenance or holiday** periods when resources will be unavailable

4.6.2. View Booking

In the View Bookings Page you can see details of all the bookings that you currently active in the ibooka system or as you are the administrator, it can all show you all bookings that any other user. To select another user simply use the *book for* menu option to select and **confirm** a different user id. You are now able to go back to view bookings and view for the user id you selected.



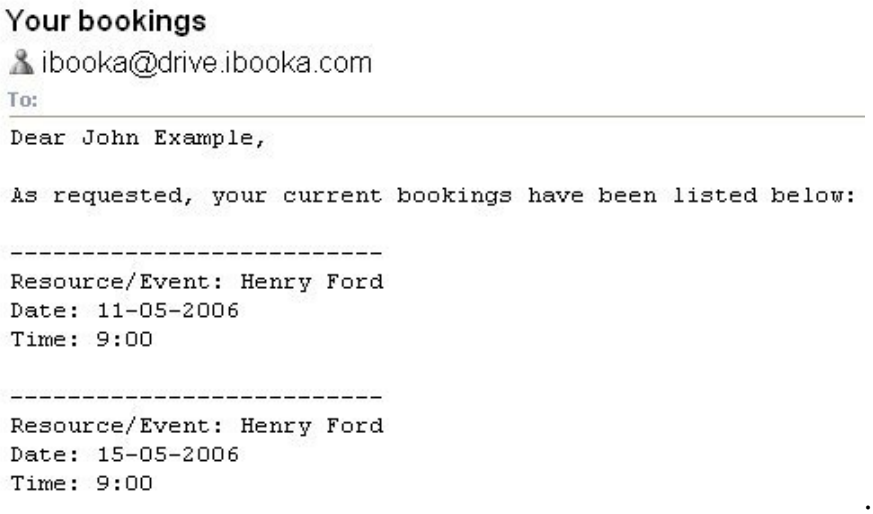
Booking schedule for : john example

Resource / Event	Date	Time	Booked by	When booked
Henry Ford	11-05-2006	9:00	You	01-05-2006 15:10
Henry Ford	15-05-2006	9:00	You	01-05-2006 15:10

Email me this list

There is an option on the screen for you to request all bookings that you have made and that are outstanding are emailed to you.

Click the email me this list and you will receive an email to the address you registered on the ibooka address for the user ID with which you are logged on. **Please note that this will be the administrator email address NOT the users email address**. The email will come from ibooka@<yoursitename> and will be in a similar format to the example shown below.



Your bookings

ibooka@drive.ibooka.com

To:

Dear John Example,

As requested, your current bookings have been listed below:

Resource/Event: Henry Ford
Date: 11-05-2006
Time: 9:00

Resource/Event: Henry Ford
Date: 15-05-2006
Time: 9:00

The View Bookings option, as an administrator, is very useful in case you have a member on the phone asking a question.

If you are looking to make a booking, alter a reservation, view your bookings or use any other feature of this system, then please use the menu bar that appears on the left had side of this screen to select that option.

4.7. Payments

This section of the ibooka manual is only applicable if you intend to collect payments for resources through your ibooka system. If you will not be collecting payments through ibooka at this stage then please skip to section 4.8.

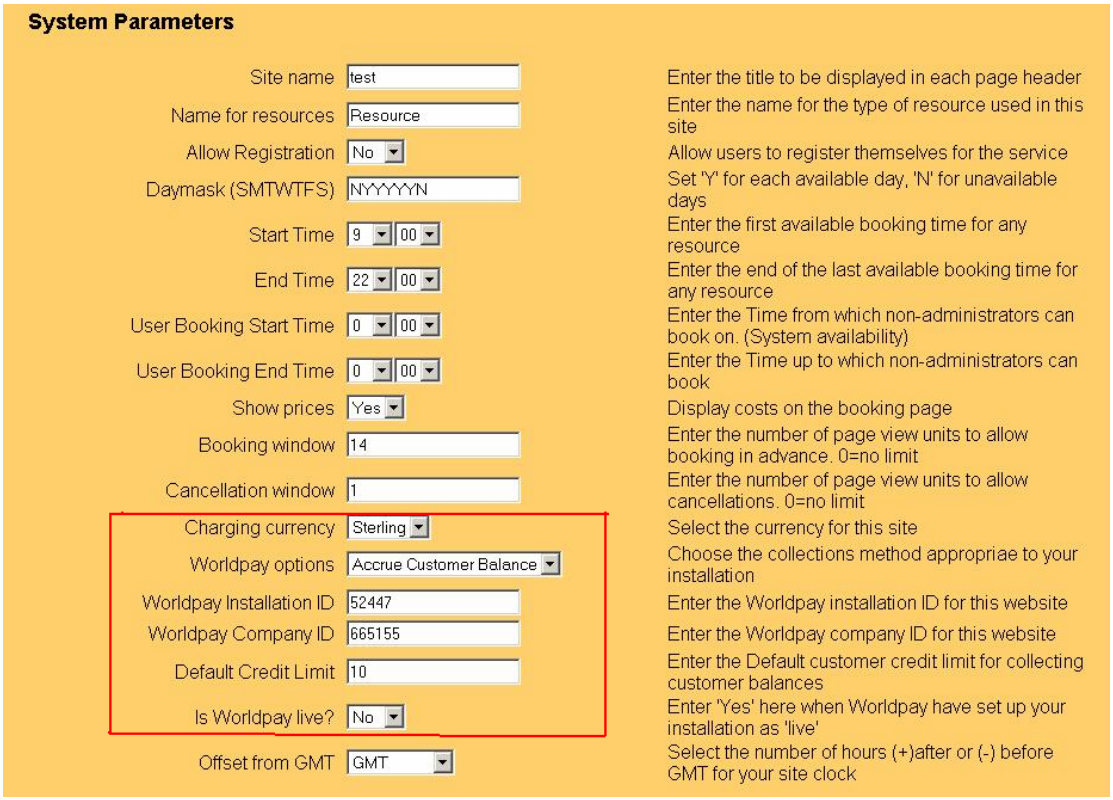
In this section it is assumed that the Worldpay service will be used as the payment collection method. Worldpay is an independent payments service, it is not affiliated to or endorsed by ibooka. This section will attempt to deal with all aspects of collecting payments within ibooka not use the features found in the administration menu payments option.

One of the important options in your booking service is the ability to collect the fees for the resources that are being booked. In order to do this, your organisation must sign up to a reputable payments service; in this example we have used Worldpay, as they are the company that ibooka uses and one of the standard options available to you in ibooka.

The Worldpay Credit Card collection service is completely independent from Biznic Limited and is signed up to at http://www.worldpay.co.uk/sme/index.php .

This process is not instantaneous and can take approximately one month to implement. If you wish you can set up your ibooka system without payment while you go through the Worldpay sign up process and then turn payments on at a later date.

Once you are ready to use Worlpay in your ibooka installation, login as the “admin” user and go to the Administration section, parameters page:

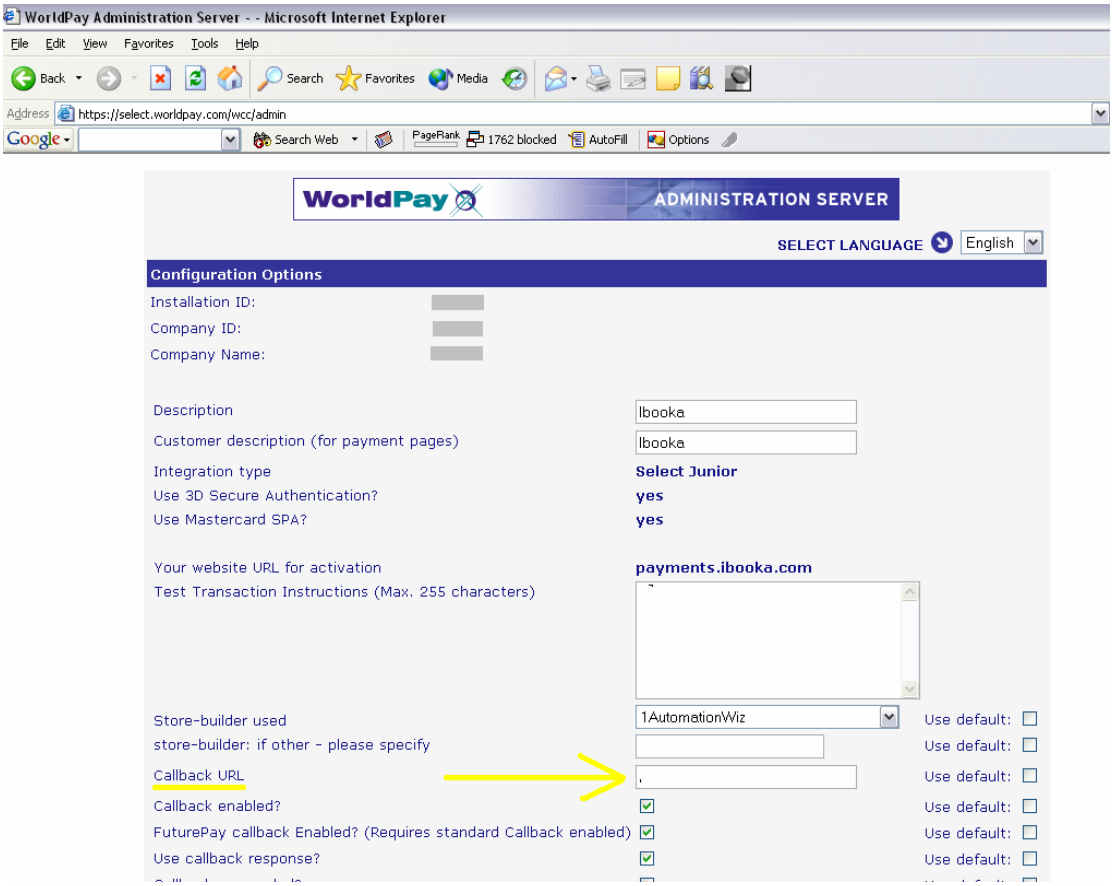

System Parameters
Site name
test
Enter the title to be displayed in each page header
Name for resources
Resource
Enter the name for the type of resource used in this site
Allow Registration
No
Allow users to register themselves for the service
Daymask (SMTWTFS)
NYYYYYN
Set 'Y' for each available day, 'N' for unavailable days
Start Time
9
00
Enter the first available booking time for any resource
End Time
22
00
Enter the end of the last available booking time for any resource
User Booking Start Time
0
00
Enter the Time from which non-administrators can book on. (System availability)
User Booking End Time
0
00
Enter the Time up to which non-administrators can book
Show prices
Yes
Display costs on the booking page
Booking window
14
Enter the number of page view units to allow booking in advance. 0=no limit
Cancellation window
1
Enter the number of page view units to allow cancellations. 0=no limit
Charging currency
Sterling
Select the currency for this site
Worldpay options
Accrue Customer Balance
Choose the collections method appropriae to your installation
Worldpay Installation ID
52447
Enter the Worldpay installation ID for this website
Worldpay Company ID
665155
Enter the Worldpay company ID for this website
Default Credit Limit
10
Enter the Default customer credit limit for collecting customer balances
Is Worldpay live?
No
Enter 'Yes' here when Worldpay have set up your installation as 'live'
Offset from GMT
GMT
Select the number of hours (+)after or (-) before GMT for your site clock

Complete the following fields in the system parameters:

Field	Description

Charging currency	Choose the currency top match your Worldpay installation
Worldpay options	Choose “Accrue Customer Balance”
Worldpay Installation ID	Enter the installation ID Issued by Worldpay
Worldpay Company ID	Enter the company ID Issued by Worldpay
Default Credit Limit	Initially, set this figure to be an unrealistically high number. This will allow users to book without having to go through the payment procedure before the Worldpay installation goes live at which point it should be set to a reasonable figure.
Is Worldpay live?	Select No until your Worldpay installation has been accredited as live.

When you sign up for the Worldpay service you will be given access to the Customer Maintenance system, log in to this using the user ID and password provided by Worldpay and then select the “Configuration Options” for your installation (be careful to go down to the bottom of the page PAST the configuration options for your accounts). You will be presented with a form similar to the following:

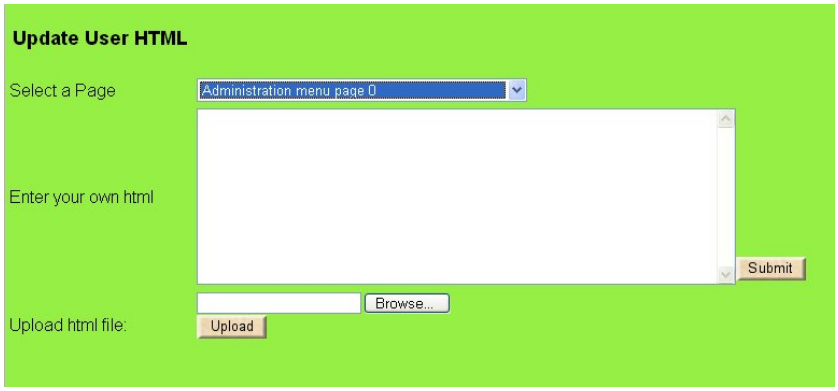


In the Callback URL field enter the following:

http://payments.ibooka.com/return.htm

Now, you are ready to test the system. You will have dialogue with Worldpay who insist that they test your installation before allowing you to collect money live.

To conform with Worldpay regulations, you need to show your refund policy (You can check ours as an example at http://golf.ibooka.com/worldpay/refunds.htm).

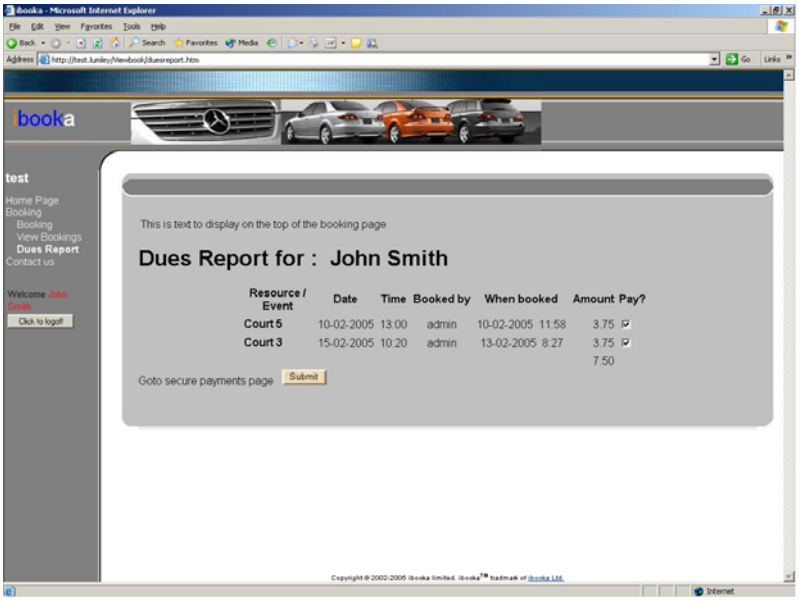


To do this, go to the administration menu, update html option.

Choose the “refund page 0”, enter your refund policy in the box and submit it.

You are now ready to test your payments facility. Set up a test user with a password and a reasonable credit limit (Administration menu, Edit users then press the “Add” button.) Next, simply log in as that user and make bookings.

Depending on the credit limit that you have set, you can either choose to make a payment by selecting the “Dues report” from the booking menu or, if the user credit limit is set at a low level and your user balance is above the credit limit, you will be taken automatically into the “Dues report” when you select “Booking” from the menu.



Once in the Dues report which lists all of the bookings made which have not yet been paid, select those to pay by ticking the checkbox against each and press the “submit” button at the bottom of the report.

You will be taken to the payments page and from their through the Worldpay payment routine. Upon a successful return being received from Worldpay, the paid items will be removed from the Dues report and from the user balance.

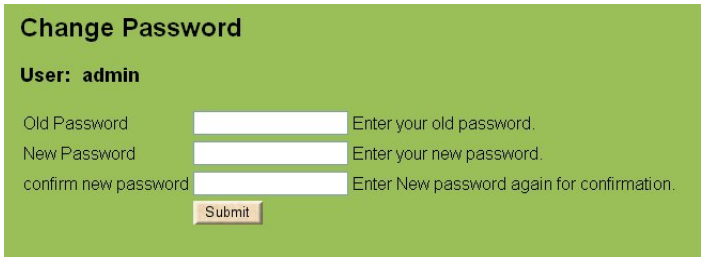
You will have to inform Worldpay of the user ID and password and let them know how to go through the payments routine because they insist on testing the payments routine for themselves. Once they have done so and inform you that they accept the website, you can update the “Is Worldpay live? and “Default credit limit” fields.

Your site is now available for real payments collections.

4.8. Change Password

Changing your password as an administrator user could not be simpler.

Whenever a user logs on they are presented with a menu option of change password. By selecting Change Password they are requested to enter a new password and confirm this. When they submit the page the new password is encrypted and stored for them to use the next time they log on.

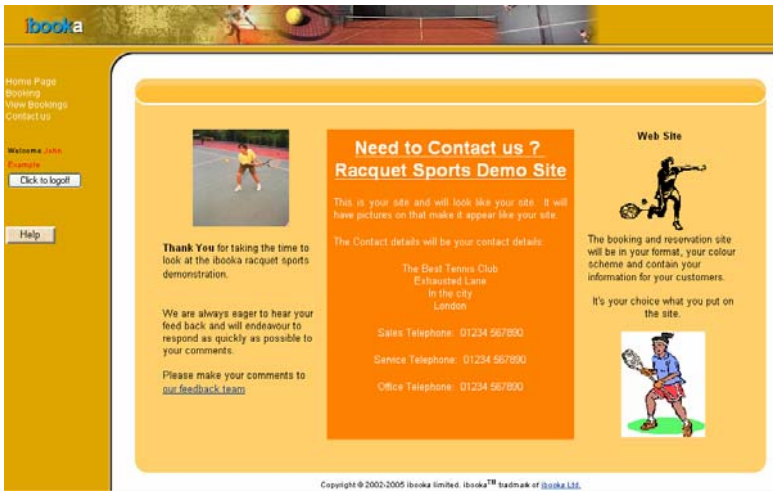


4.9. Contact Us

The Contact Us Page is where you should give details of how your customers can reach you through means other than your **ibooka** web site.

Examples of the type of information that could go on the Contact us page can be found in the demonstration **ibooka** systems at www.ibooka.com

The main panel of the Contact Us page is amended using the "update HTML" administration function. Please refer to the specific sections of this user manual that relate to creating HTML pages, uploading pictures to your **ibooka** system and uploading HTML.


ibooka
Home Page
Booking
View Bookings
Contact us
Click to logoff
Help
Need to Contact us ?
Racquet Sports Demo Site
Thank You for taking the time to look at the ibooka racquet sports demonstration.
We are always eager to hear your feed back and will endeavour to respond as quickly as possible to your comments.
Please make your comments to our feedback team
The Best Tennis Club
Exhausted Lane
In the city
London
Sales Telephone: 01234 567890
Service Telephone: 01234 567890
Office Telephone: 01234 567890
Web Site
The booking and reservation site will be in your format, your colour scheme and contain your information for your customers.
It's your choice what you put on the site.

5. How Do I Do That – Question and Answer Section

5.1. This is a very big manual to read, isn't there are quicker way to get answers ?

Try the Frequently Asked Questions section of our website at http://www.ibooka.com/FAQ.html It has a lot of the questions and answers that our customers have asked us in a simple indexed (quick click) format.

A few of the very frequently asked questions follow in this section of this manual.

5.2. How do I log in to the system?

To log into the system you need a user ID and a password. This is set up in the user information in the administration menu, loaded into the ibooka system using the batch upload of user information or you can set a system parameter to have users register themselves. Once you have a user ID, enter it at the Login prompt along with the password that was issued to you.

5.3. How do I set the time on my booking site to my local time?

There is a system parameter on the system parameters page that tells ibooka what the offset to GMT is for the location in which your ibooka system will operate.

5.4. How do I set it so that my customers register themselves?

There is a system parameter on the system parameters page that tells ibooka if you want you customers the register themselves or if you want to maintain your own user file.

5.5. I've forgotten my password, what do I do?

When you enter your username in the "Login ID" box and press the "Remind" button. An e-mail, containing your password, will be sent to the email address held for your user id that has been entered into the user information record.

5.6. How do I make a booking for a user?

To make a booking on behalf of another user, you must be logged in to the system with appropriate privileges (see user information). Select "Book on behalf of" from the menu, refine your search until you select the specific user for whom you need to make a booking, you will then be taken to the booking page to select the appropriate resource group, resource and available timeslot. Tick the box and press the submit button and your booking will be completed. You will see details of the completed booking appear in your browser window and the user for whom you are booking will receive an e-mail confirmation.

5.7. How do customers register themselves in the ibooka system?

Some implementations of ibooka allow users to register themselves, others choose to control the issue of user IDs. There is a system parameter in the administration section that selected which method your system will use.

5.8. How do I check what bookings I have made?

Select the “View bookings” option from the menu, a report of all of your bookings will be shown in your browser.

5.9. How do I define an event?

Choose “Block bookings” from the main menu and then choose “Set Events”.

You are presented with a screen which allows you to define, very flexibly single or recurring events covering multiple resources and timeframes. For full details of how to use these options please see the “Defining Events (In the Block Bookings menu)” section in the user manual

5.10. How do I make a resource unavailable for a period of time for maintenance?

Choose “Block bookings” from the main menu and then choose “Set Holidays”.

You can now allocate selected resources to selected system users for the periods that you wish to make the resources unavailable.

5.11. How does a user make a booking?

To make a booking, you must be logged in to the system. Select the booking page from the menu, then, if there are multiple resource groups, select the appropriate resource group, resource and available timeslot. Tick the box and press the submit button and your booking will be completed. You will see details of the completed booking appear in your browser window and you will receive an e-mail confirmation of your booking.

5.12. How do I cancel a booking I have made?

Select the main booking page from the menu. Select the appropriate resource group, resource and booked timeslot. Provided you are within the valid cancellation window (as set by the system administrator), tick the box and press the submit button and your booking will be cancelled. You will see confirmation of the cancellation appear in your browser window and you will receive an e-mail confirmation of your cancellation.

5.13. How do I set up the words on the home page?

You must be logged in to the system as the system administrator. Choose the Administration menu and go to the “Update HTML” page. You can then replace the text on any of the pages offered to you (update “hello page 0”) or you can create additional text (Submit “New hello page”). Each time a user logs in to the system, they will see the text from “hello page 0” on the home page, on each subsequent visit to the home page, the next available “hello page n”

will be displayed until there are no more pages when “hello page 0” will again be cycled. This mechanism applies to each of the pages in the system where text can be added.

5.14. How do I change the position of the login boxes ?

This can be achieved by replacing the "%loginform%" placemarker in the Skin template with "%loginformw%"

5.15. How do I load membership details from existing systems into ibooka?

There are three mechanisms available for the creation and maintenance of members within ibooka.

1. Allow registration – In system parameters, set the “Allow Registration” parameter to “Yes”. Anyone who wants to use your ibooka implementation can then register themselves and use the system.
2. Manually Administer membership – Select Administration form the menu and choose the “Edit users” option. You are then presented with a list of current members which you can maintain using the ibooka forms based update interface.
3. For users who want to create bulk membership records from an existing database, these should be converted into a file which is TSV formatted using the column headings provided by ibooka. To use this option choose the Administration menu and go to the “Load Membership” page. Use the “Click here” link to download a set of column headings, update your file to put it into this format and then upload the ‘tsv’ file. Helpful error messages will let you know why any invalidly formatted entries cannot be accepted.

5.16. Help!!! I’ve uploaded a wrong template and all of the pages on my website are blank!

Don’t Panic! All is not lost. In the address bar of your browser, enter the following:

http://yoursitename.ibooka.com/admin/skins.htm?fixskin=default&selskin=default&comskin_x=9

The skins page will be displayed using the golf template and you can then upload a revised template.html file

5.17. How do I Add Advertisements to my website?

On each page there is a section where you can add your own html text. You can use this to advertise with the inclusion of images which you can also upload.